

Oracle Sales Assistant



ORACLE
Engagement Cloud

Virtual assistants aren't a topic for the distant future anymore; they're here now and here to stay.¹ Ovum predicts there will be more virtual assistants than the earth's human population by 2021. Sales organizations in particular are the perfect proving ground for digital assistants. Sales reps are losing patience with time-consuming CRM data entry and administrative account management tasks. It's time to move their sales tool from a system of record to a system of recommendation. They don't want another item on the to-do list. They want tools to close more deals, faster. A digital assistant designed just for sales can help keep them on task.

ORACLE SALES ASSISTANT

Oracle Sales Assistant is a chatbot thoughtfully designed to make life easier for sales reps who use Engagement Cloud. It's built for immediate impact with a set of purpose-built, out-of-the-box sales functionality that puts information at sellers' fingertips, while reducing manual data entry and making it easier to update Engagement Cloud records via text or voice commands. It provides reminders and recommendations that accelerate time to close. In addition, the Oracle Digital Assistant Cloud Service platform provides access and options to tailor each chatbot to work as part of any unique business and sales strategy. Build it from scratch, or clone out-of-the-box skills to get started. Unite the Oracle Sales Assistant with other Oracle Digital Assistants or custom skills, so employees get support for everything they need – from opportunity management to expense reporting – in a single, unified experience.

KEY BENEFITS

- Arm sales reps with key task, appointment and pipeline information
- Send a follow-up or schedule the next appointment
- Quickly log call reports or update opportunities
- Provide AI-backed recommendations for next best sales actions
- Deploy out-of-the-box skills for sales or build custom skills using the Digital Assistant platform

RELATED PRODUCTS:

- Oracle Engagement Cloud
- Oracle Digital Assistant
- Oracle CPQ Cloud

¹ <https://ovum.informa.com/resources/product-content/virtual-digital-assistants-to-overtake-world-population-by-2021>

PUT THE MOST IMPORTANT INFORMATION AT THEIR FINGERTIPS

Fast, easy and hands-free access to the critical data sales reps use to manage their daily activity. Oracle Sales Assistant responds to SMS (including voice-to-text) to surface:

- **Morning Sales Briefing.** View open tasks, opportunities and quick actions for the current quarter.
- **Next Appointment Briefing.** See what's to come and get prepared.
- **Daily Task List:** Includes a list of overdue tasks, or tasks for a particular date or duration.
- **Pipeline Update.** Filter pipeline by different criteria, such as by close date, close period and revenue.
- **Opportunity Intelligence.** View AI recommendations for next best actions for opportunities.
- **Drill Down Deeper.** Get a complete look at opportunity, account and contact details, and active quotes; plus, launch email composer or navigate to the CX mobile app with one taps.

TAKE ACTION AND UPDATE CRITICAL RECORDS

Update opportunities, accounts, contacts and log activities. Oracle Sales Assistant helps reps use Engagement Cloud to be more productive. All from the conversational interface, they can:

- **Voice Record Follow Up.** Provide sales reps with the ability to voice-record outcomes in the form of a call report.
- **Update Appointments.** Schedule a follow-up appointment or task.
- **Update Accounts & Contacts.** Add notes using voice-to-text capabilities.
- **Update Opportunities.** Add notes, close an opportunity or update an opportunity stage or close date.
- **Email Active Quotes.** Trigger email actions configured in Oracle CPQ to send a quote to contacts.

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For more information about Oracle Engagement Cloud, visit cloud.oracle.com/engagement-cloud, take a [Quick Tour](#) or call +1.800.ORACLE1 to speak to an Oracle representative.

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