Oracle CX Sales

Make the shift to responsive selling and add the right value to every customer, at the right moment, in the right channel. Oracle CX Sales offers a complete solution to help businesses master real-time buying signals.

Sales Force Automation
AI-driven sales automation and productivity

- Adaptive search and workspace
- Customer 360
- Intelligent lead management
- Activity management
- Opportunity management
- Forecasting and pipeline management
- CX Sales Mobile
- Business intelligence
- Guided selling

B2B Service
Customer service for high-value accounts

- Service issue management
- Digital self service
- Messaging
- Knowledge management
- Intelligent Advisor
- Service logistics
- Field service
- Partner service collaboration
- IoT monitoring

Sales Planning & Performance Management
Quota, territory and incentive compensation management

- Advanced quota planning
- Balanced territories with modeling
- Objective and goal planning
- Predictive and prescriptive AI
- Built-in analytics
- Advanced forecasting
- Incentive compensation
- Real-time coaching
- Gamification

Partner Relationship Management
Complete channel lifecycle management

- Partner recruitment and onboarding
- Business plans
- MDF management
- Lead assignment and qualification
- Deal registration and management
- Contract management
- Quota management
- Partner incentive comp
- Branded partner portal

Configure, Price, and Quote
Sales process optimization with CPQ

- Optimized sales channels
- Intuitive configuration
- Error-free orders
- Improved margin control
- Automated approval workflows
- Professional quotes and proposals
- Subscription ordering
- Flexible, scalable, enterprise-ready
- Sales, Commerce and ERP integration

Subscription Management
Subscription lifecycle management

- Subscription-based quotes and orders
- Automatic billing and payments
- Comprehensive renewal capabilities
- Various pricing model support
- Coverage services management
- Warranties
- Flexible revenue recognition
- AI-driven analytics
- Fixed and recurring orders

B2B Commerce
Connected self-service experiences for manufacturers and distributors

- Customer-specific catalogs and pricing
- Account and contact management
- Delegated administration
- Account hierarchies
- Recurring orders
- Approval workflows
- Custom payments
- Punchout
- API-first, headless

Oracle DataFox
Account intelligence and signals

- AI-based matching
- NLP-based data creation
- ML-based anomaly detection
- Firmographic data
- Real-time signal data
- Conference intelligence
- Account enrichment
- Account scoring and prioritization
- Total addressable market expansion

Customer Data Management
Customer data quality and enrichment

- Clean, complete customer master
- Shared customer 360
- Account data
- Contact data
- Data cleansing
- Deduplication
- Dun & Bradstreet data enrichment
- Address verification
- Firmographic data enrichment

CX Content
Smart content and authoring

- Universal Asset Hub
- Collaborative platform
- Smart authoring
- Digital asset management
- Machine-driven tagging
- Content recommendations
- Video streaming
- Workflows
- API-first, headless

CX Unity
Unified customer intelligence

- Unified customer profile
- Real-time personalization
- Ad channel activation
- Identity resolution
- Real-time CX
- Configurable data models
- Built-in AI
- Martech integration
- Data enrichment