Oracle CX Service delivers personalized service experiences to consumers and businesses. Engage customers on any channel and resolve issues effectively backed by knowledge, intelligence, and automation.

**B2C Service**
Customer service for high-volume interactions

**B2B Service**
Customer service for high-value accounts

### Digital Customer Service
Omnichannel self-service interactions

- Self-service
- Embedded Help
- Integrated knowledge
- Digital Assistant
- Chat and co-browse
- Messaging
- Smart engagement
- Voice chat
- Email and ask a question form

### Service Center
Empowered agent interactions

- Unified desktop
- Case management
- Visual engagement
- Integration knowledge
- Guided resolution
- Telephone control
- Customer engagement
- Analytics
- Email and ask a question form
- Contextual experiences

### Knowledge
Knowledge management, authoring, and publishing

- Content authoring
- Search
- Guided knowledge
- Analytics
- Authoring collaboration
- Smart assistant
- Knowledge anywhere
- Processes answers
- Side-by-side language translation

### Intelligent Advisor
Advice and decision automation

- Self-service
- Agent guidance
- Advisor analytics
- Decision previews
- Decision compliances

### Field Service
Field service management

- Capacity Management
- Core Application
- Field Collaboration
- Communication
- Routing
- Mobility
- Smart Location
- Real-Time Traffic
- Forecasting

### Customer Data Management
Customer data quality and enrichment

- Clean, complete customer master
- Shared customer 360
- Account data
- Contact data
- Data quality
- Deduplication
- Data & Relationship data enrichment
- Address verification
- Firmographic data enrichment

### Oracle CX Content
Smart content and authoring

- Universal Asset Hub
- Collaborative platform
- Smart authoring
- Digital asset management
- Machine-driven tagging
- Content recommendations
- Video streaming
- Workflow
- API
- RSS
- Feedless

### Oracle CX Unity
Unified customer intelligence

- Unified customer profile
- Real-time personalization
- All channel activation
- Real-time CX
- Identity resolution
- Configuration data models
- Built-in AI
- Machine learning
- Data enrichment

To learn more, visit Oracle.com/service