



Implementation and Management Series

Oracle Customer Experience

The [Implementation and Management video series](#) helps you prepare for an implementation of Oracle Customer Experience (CX) applications and provides guidelines for effectively managing the deployment and ongoing use of the system. This **no-cost series of videos** is highly recommended if you are involved in planning and managing a project, or are a member of a project team. They will also be helpful to Oracle partners who offer implementation services, to help them to augment and align their approach and practices with Oracle’s recommendations.

“Well done presentation with good foundational principles for a successful implementation! I especially liked the bracketing of Small, Medium, and Large projects according to number of users, number of countries, and number of business units.”

TARGET AUDIENCE

- Implementer
- Application Administrator
- Business Administrator
- Project Manager
- Business Analyst



Implementation and management recommendations presented in a series of videos developed by experts.

Introduction to Implementation and Management Series

This introduction to the Implementation and Management Series covers some general concepts to serve as a foundation for all the topics in the series, provides an overview of the implementation process, and will help you understand how to assess the scale of your project. Duration: 14.5 minutes





Implementation and Management Series Oracle Cloud CX

[Organizing Your Project Team for Small Implementation Projects](#)

This video covers the skills required to perform the tasks of implementing, as well as the roles you'll need on your project team. Duration: 11.5 minutes

[Organizing Your Project Team for Medium-Sized Implementation Projects](#)

This video covers the skills required to perform the tasks of implementing, as well as the roles you'll need on your project team if you have a medium-sized implementation project. Duration: 26 minutes

[Organizing Your Project Team for Large Implementation Projects](#)

This video covers the skills required to perform the tasks of implementing, as well as the roles you'll need on your project team if you have a large or extra-large implementation project. Duration: 28.5 minutes

[Choosing an Implementation Service Provider](#)

This video presents some of the factors to consider when evaluating your project needs and how to find a service provider that is a good fit for those needs. It also covers how to evaluate a service provider before deciding whether or not to engage them for your project. Duration: 20.5 minutes

[Defining Your Project Scope](#)

This video covers the things that affect the scope of your implementation, how your business goals drive your scope decisions, and how this will affect your project planning. It discusses how scope is influenced by several dimensions, including Business Processes, Product Functionality, Your Company Organization, and Technical Complexity. Duration: 20 minutes

[Measuring Ongoing Business Contribution](#)

This video presents the importance of establishing a clear program to monitor and measure the business contribution that you want to achieve by implementing Oracle Cloud CX applications. It covers best practices for defining your program, including advice about defining measures, collecting data, establishing targets, and charting your progress to give you valuable information that can help you refine the solution over time. Duration: 13 minutes



“Very thorough coverage of project team membership, skill-sets, and timing of involvement. Especially good is the topic of transitioning the skill to the customer team. This series of videos is very well crafted!”

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