

Intelligent Advisor

Intelligent Advisor empowers organizations in all industries to achieve greater business agility through the automation of the advice and decisions to provide customer service experiences they expect.

UNIQUE CUSTOMER EXPERIENCES

Intelligent Advisor is already being used by hundreds of millions of people around the world to determine real-time advice for benefit eligibility, customer onboard, tax calculations, HR entitlements, education course credits, license and permit eligibility, insurance premiums and much more. With Intelligent Advisor you can now respond to regulatory and policy changes in days instead of months, increasing the trust that your customers have in the decisions and advice you provide.

Empower your customers to quickly answer their own questions about products and services, while minimizing the information customers need to provide further increasing satisfaction with your self-service channel. With Intelligent Advisor, organizations have been able to halve the rate of queries and appeals, by explaining how each decision is made while also reducing the number of contacts customers need to make to get the right answer. Intelligent Advisor also enables you to stay ahead of your competitors, by quickly redesigning pricing or eligibility rules to differentiate product and service offerings.

INTELLIGENT ADVISOR PROVIDES:

Personalized Intuitive Advice - Because Intelligent Advisor interviews understand which policies apply to a customer based on their particular circumstances, each of your customers get personalized advice tailored to their unique situation.

Improved Agility - By using Intelligent Advisor to provide advice and perform decision-making as part of their cloud-based customer experience solution, Oracle Service Cloud customers can now reduce the implementation and maintenance cost of automating

Consistency across Channels - From a centrally managed repository of natural language rule documents that clearly align with source legislation and policy material, consistent cross channel guidance and decision-making can be delivered for your self-service channel, call center and even your business partners.

Reduced Queries through Transparency - Generated documents that record and explain decisions that have been made allow your customers to easily understand why they may not be eligible for a product or service, and reduce the number of follow-on queries and appeals.

Key Capabilities

Intelligent Advisor achieves this through enabling:

- **Self-Service Advice:** Empower customers to self-serve for simple and complex requests
- **Agent Guidance:** Ensure agents provide consistent personalised advice and decisions, across all channels in any language
- **Advice Authoring:** Configure powerful advice experiences, without a programming background
- **Advice Analytics:** Optimize experiences with by channel interview and decision analytics
- **Decision Services:** Easily automate decisions and complex calculations within service workflows and batch processes
- **Decision Compliance:** Transparently record and explain advice given and decisions made ensuring compliance with company policies

Analyze to Assess Impact – With Intelligent Advisor, organizations are able to use what-if analysis to assess the impact of proposed legislation, regulatory and policy changes on customers and citizens. Understanding which policies are being used in practice enables better policies to be written, potentially removing redundant policies. These capabilities enable organizations to deliver streamlined service capabilities, boosting productivity and improving policy quality.

Compliance – Prove that all advice and decisions made are compliant by leveraging automated audit reports. These reports can be saved automatically in the Oracle Service Cloud or an external system.

KEY USE CASES

Public sector customers typically use Intelligent Advisor for benefit eligibility, benefit calculations, visa processing, anonymous tax guidance, grant applications, pension entitlements, and self-service council services.

Commercial organizations typically use Intelligent Advisor for financial advice, insurance calculations; call center streaming, service request logging and triage, workplace inspections and employee HR advice.

For specific examples of organisations who have delivered tremendous value with Intelligent Advisor, or for more information on Intelligent Advisor generally, visit: <https://www.oracle.com/applications/customer-experience/service/intelligent-advisor.html>

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