Digital Customer Service

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Engagement Cloud

Oracle Digital Customer Service is an offering within Oracle Engagement Cloud that enables customers the ability to provide customer service through digital channels — from websites, email messages, to online chat.

With Oracle Engagement Cloud Digital Customer Service (ODCS), your businesses can empower customers to find the right answers to their inquiries and easily interact with your brand. The ODCS solution provides an extensible, pre-built reference application for common self-service tasks. This robust platform allows users to extend and customize the user experience. Changing your branding, layout, and page navigation are quick and easy on the Engagement Cloud Digital Customer Service platform.

DESIGNING THE CUSTOMER EXPERIENCE

The Digital Customer Service application user interface can be configured to reflect a company brand to provide users with digital web-channels that build audience engagement. Using Oracle Visual Builder Cloud Service, you can apply themes and templates, and include various UI components, depending on your business needs. Features include:

- True WYSIWYG design and preview modes.

- Default and Extensible Components and Integration points.

- Prebuilt and extensible themes.

- A fully customized website in days instead of weeks!

DIGITAL CUSTOMER SERVICE HIGH LEVEL CAPABILITIES

Why choose Engagement Cloud Digital Service? Some high-level benefits include:

- Ability to change brand, pages, layout and flow.

- ABCS native components and features.

- End-User Self-Registration.

- Knowledge Article Search, filtering and retrieval. Supports some basic file types.

- Service request submission, updating and viewing.

- Agent interaction channels.

- Email, Chat, or Co-browse.

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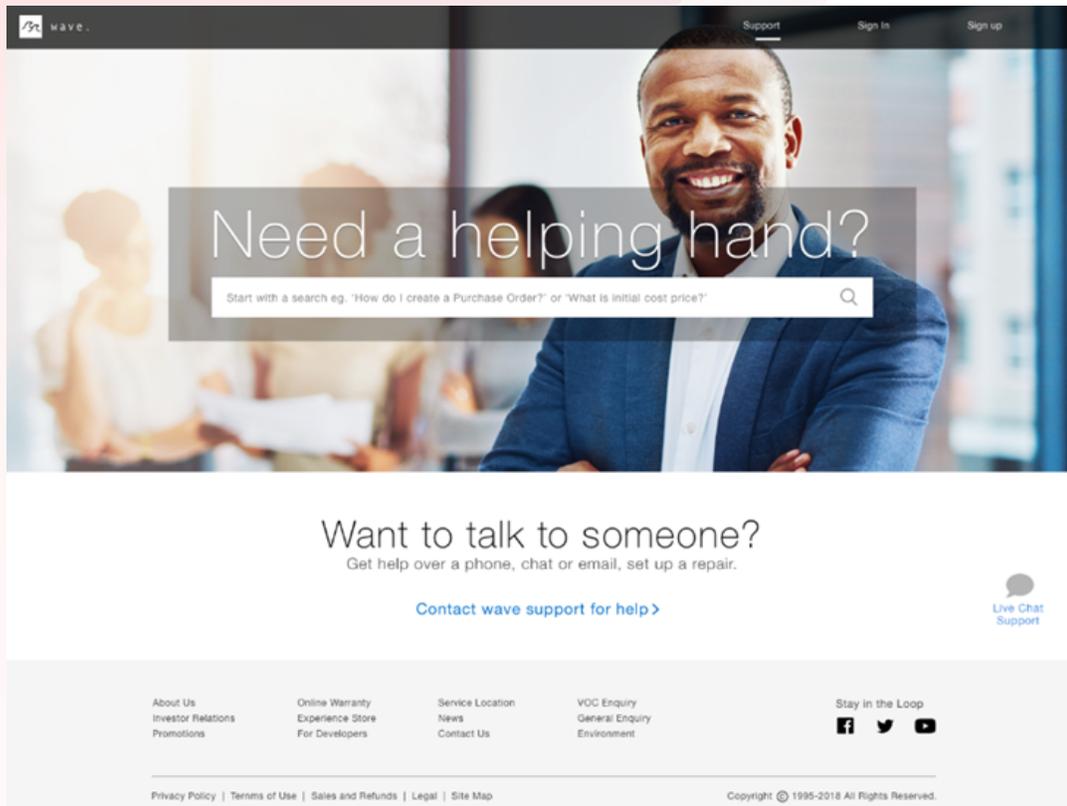
REFERENCE IMPLEMENTATION

Digital Customer Service comes with a fully functional reference implementation that allows customers to:

- Self-register and create an account for ongoing engagement with the customer.

- Create, view, and edit service requests allowing for better customer support.

- Use the engagement email, web, cloud chat and co-browse channels – engaging the end-user however s/he wants to be engaged.

- Search and view knowledge articles.

The Digital Customer Service application is responsive to a wide variety of web and mobile devices helping the customer stay connected anywhere at any time.

PLATFORM

Once configured and deployed, your customer account's users can self-register as Digital Customer Service users. Once the self-registration is complete, Digital Customer Service users can sign in to the Digital Customer Service application UI to communicate with your customer service representatives using a web interface, chatting or co-browsing.

- The easy-to-use, drag-and-drop designer enables both business users and web developers to quickly make changes and implement the look-and-feel of your brand.

- The highly extensible framework enables you to extend the component library with your own custom components that can access additional data and expose new features to your end users.
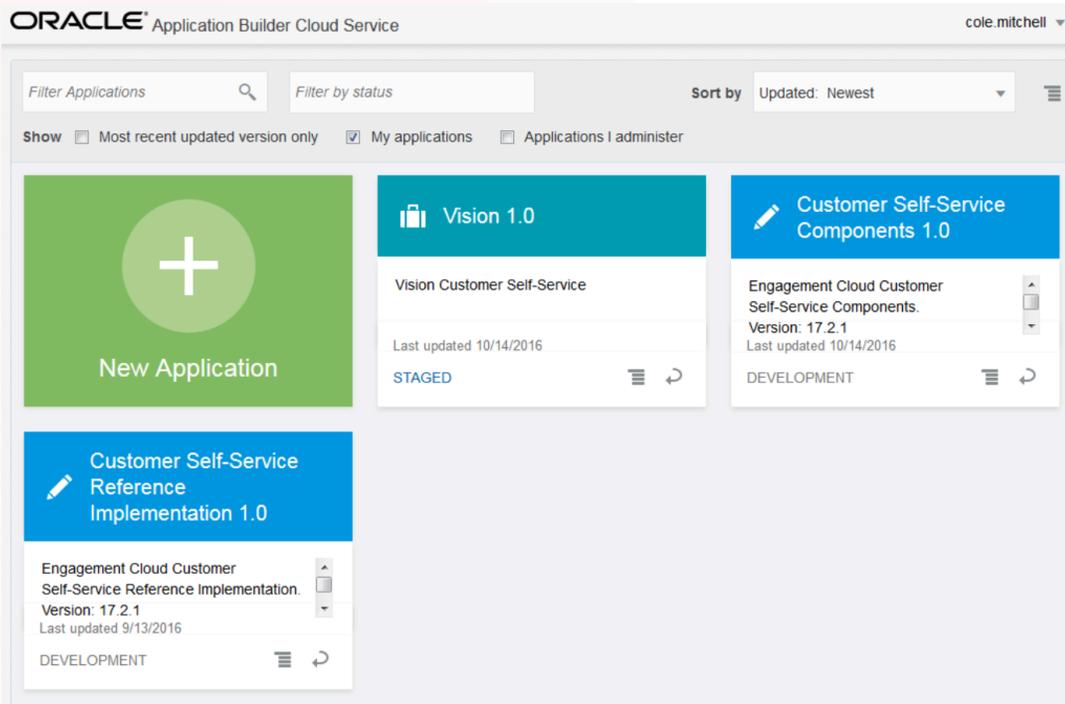
Oracle Digital Customer Service allows consumers to engage with your company when they want, through the channel they prefer. It uses your organization's knowledge and subject matter experts to enable consumers to do research, purchase products, and resolve issues online, with or without agent assistance. Built on Oracle Engagement Cloud Platform, Oracle Digital Customer Service lowers TCO while delivering enterprise performance, scalability, security, and integration via software as a service (SaaS).

CONNECT WITH US

For more information about Oracle Digital Customer Service, visit cloud.oracle.com. or call +1.800.ORACLE1 to speak to an Oracle representative.

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Oracle is committed to developing practices and products that help protect the environment

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