

Oracle Functional Help Desk for Retail and Hospitality

ORACLE® Advanced Customer Services

KEY FEATURES

- Proactive and reactive support, personalized to your implementation and business culture
- End user guidance directly from product experts
- Assigned Technical Account Manager
- Customer-specific knowledge articles

KEY BENEFITS

- Faster response times so employees remain productive
- Greater value from your Oracle products
- Accurate and timely answers, regardless of your product familiarity
- Support resources with customer-specific knowledge and product expertise
- Dedicated expertise and advocacy
- Key liaison to Oracle Support and Oracle Development
- Account oversight to ensure support processes are optimized and communication is effective

TECHNICAL ACCOUNT MANAGER

Throughout the entire engagement, the Oracle Technical Account Manager is your single point of contact for Oracle Support

Oracle Functional Help Desk for Retail and Hospitality is a tailored solution providing rapid functional and technical support to end users of Oracle products. Oracle's deep product expertise, proven methodologies, and robust toolsets provide your employees an exceptional support experience.

Drive Higher Employee Satisfaction

Eliminate customer service headaches from your support operations. Trained specialists from Oracle Advanced Customer Services can help you improve employee utilization of your Oracle products. Oracle's Functional Help Desk for Retail and Hospitality focuses on service quality and speed of issue resolution to maintain the productivity of your employees.

Oracle Functional Help Desk for Retail and Hospitality provides a comprehensive, customer-focused solution to ease the burden for your IT staff. Oracle's industry-leading global support model and recommended practices ensure Oracle's staff is aligned with your unique business requirements through in-depth training on your specific product customizations and implementation to deliver measureable results.

Key Service Features

- Dedicated toll-free number for direct access to a team of resources with customer-specific knowledge and product expertise
- Direct access to product specialists who work as an extension of your team, ensuring cultural alignment and brand consistency for exceptional service
- Single point of contact for all Oracle-covered products and, if needed, a smooth hand-off to your designated third party support resources
- Proactive advice to help mitigate issues and increase supportability
- Technical Account Manager to help review your service request trends and establish customer-specific support plans
- Service levels for call answer, call abandonment, and first call resolution rates
- Key contacts and escalation guide for clear communication and escalation procedures

OPTIONAL SERVICES

- Oracle Priority Support
- Oracle Solution Support Center

Additional Services

- Reporting and end-of-day close monitoring to provide real-time views into the performance of your critical business metrics





The Power of Oracle Support

As part of Oracle Support, Oracle Advanced Customer Services provides exceptional personalized support to your end users. It collaborates closely with Oracle Premier Support to ensure a seamless transition for remediation and support of product defects and enhancements. By sharing a common technology platform across the support lifecycle, Oracle ensures you benefit from standardized processes, best-of-breed tools, and up-to-date communication.

**CONTACT US**

For more information about Oracle Functional Help Desk for Retail and Hospitality, visit oracle.com/acs, email us at acs_ww@oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.

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