Oracle Sales Cloud for Communications

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SALES CLOUD

Oracle Sales Cloud for Communications is a comprehensive and integrated industry-specific solution for communications companies. With a simple, easy-to-use interface tailored for sales reps and sales executives, Oracle Sales Cloud for Communications brings customer information together across all channels (websites, storefronts, mobile and social access) to present a single view of the customer. Pre-built integrations with Siebel and Billing Insight offer rich customer information and a streamlined sales process with built-in configure, price, and quote capabilities. Opportunities are associated with quotes and orders to provide easy reporting across the renewal and new order cycles.

KEY FEATURES

- Communications industry-specific KPI dashboard
- Direct access to account billing and usage details from Oracle Billing Insight
- Prebuilt integrations with external systems
- Recurring revenue and contract-based focus

KEY BENEFITS

- Increase sales rep adoption
- Gain deeper insight into a customer's recent digital activity and contract renewal details
- Improve customer experiences with a comprehensive view of trouble tickets, billing and usage information
- Focus on deals with the highest probability
- Drive revenue and make decisions with easy access to KPIs
- Leverage investments in existing systems

Improve Sales Rep Adoption

Oracle Sales Cloud for Communications provides a modern UI that reduces user clicks and automates quoting for configured communications products and bundles. Sales reps are presented with opportunities in order of highest probability to win, directing them to the most important deals.

All information is available to access from a tablet device for sales reps on the go. The no-training user interface is easy to use and ensures faster sales rep adoption.
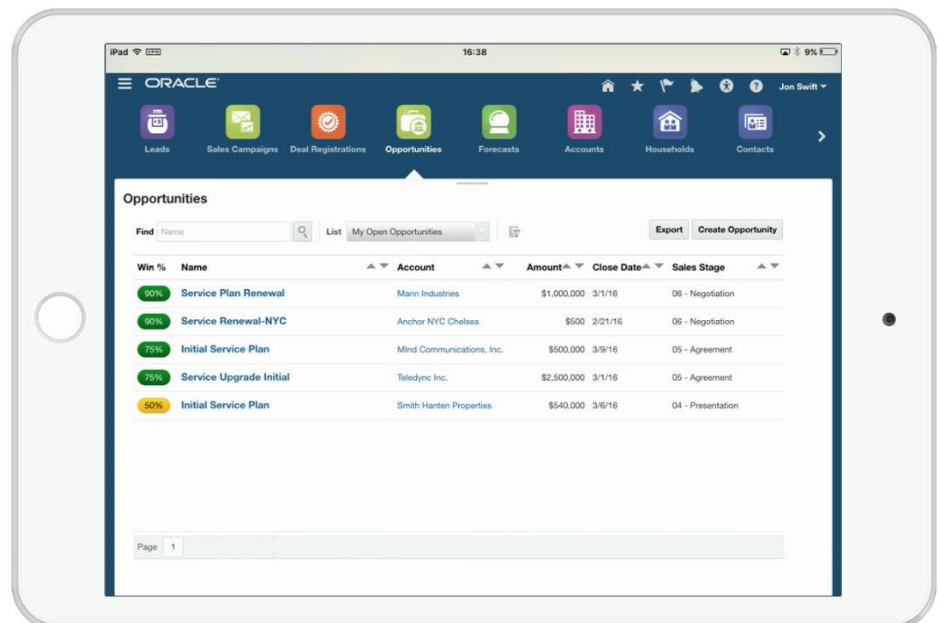

Image 1: Sales reps can get a quick view of their sales opportunities anytime, anywhere.

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Gain Deeper Insight

With one-click access to a customer 360º view, sales reps and managers get up-to-the-minute account and contact details that are specific to the Communications industry.

- The digital profile shows real-time responses to online marketing campaigns and recent marketing activity for contacts.
- Contract renewal opportunities include key information such as contract expiration date and pre-negotiated discounts.
- The usage meter displays billed service and contract revenue performance information.
- Trouble Tickets offer a complete view of service history.
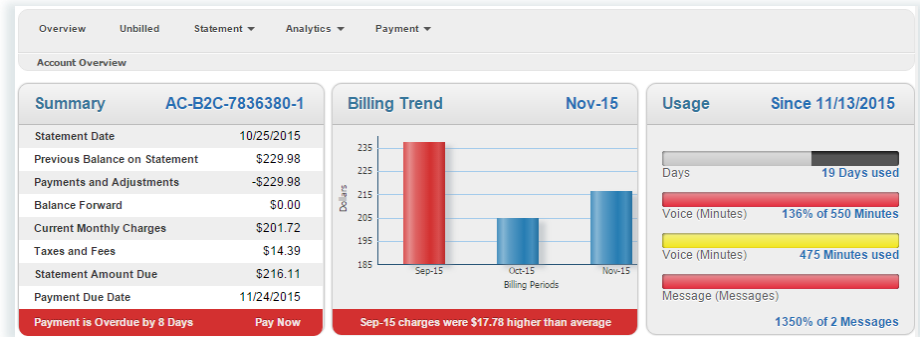
Image 2: The Usage Meter shows billing and usage details for an account.

Drive Revenue with the Configurable Sales Homepage

Oracle Sales Cloud for the Communications is tailored to provide sales reps and sales managers with the information they need to make strategic decisions and drive revenue. Actionable Key Performance Indicators (KPIs) include:

- Actual versus quota attainment figures
- Contract renewals with pipeline total and projected wins
- New contracts
- Renewal rate with historical and actual percentages
- Bundled deals
- Stalled deals

Sales reps and sales managers can personalize the home page by editing or hiding KPIs or selecting other KPIs.
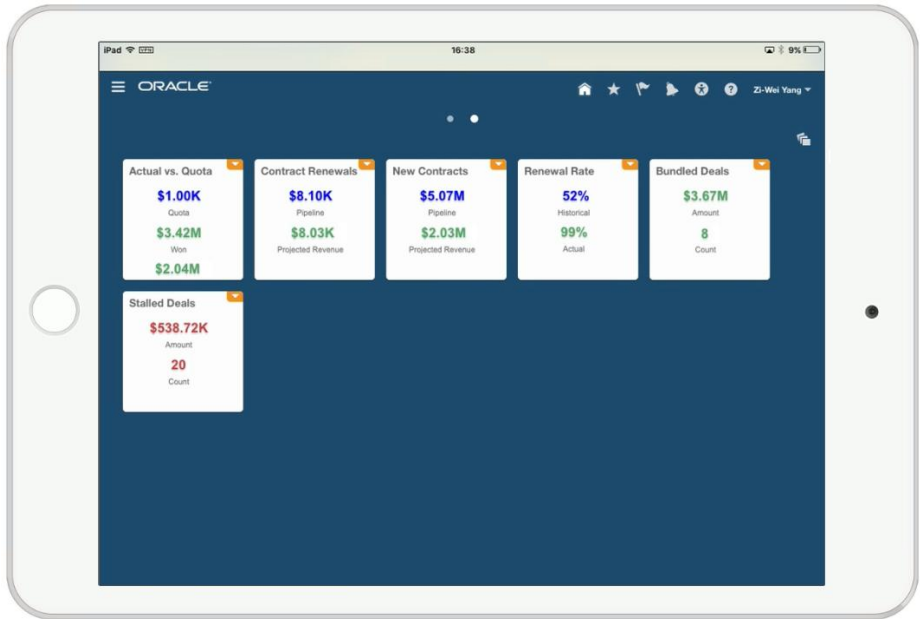
Image 3: The communications dashboard has six key metrics for Sales Executives.

Oracle Sales Cloud for Communications provides insight into every customer interaction, enables dynamic product and service recommendation, facilitates complex subscription management, and offers billing insight.

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