

TELESERVICE INFORMATION DISCOVERY

DELIVERS TELESERVICE
INFORMATION DISCOVERY
DASHBOARD TO MONITOR SERVICE
REQUESTS, COMPLY WITH SERVICE
LEVEL AGREEMENTS AND MANAGE
SERVICE AGENTS WORKLOAD
EFFECTIVELY

TeleService Information Discovery provides an integrated, in-memory service operations dashboard. Key features allow users to proactively monitor service requests, to facilitate timely resolution of customer issues, and to improve resource planning. First line service managers and call center agents can leverage the dashboard to prioritize work, prevent unnecessary escalations, and breaches of service level agreements. With the powerful search, guided navigation, and drilldown capabilities, service organizations can improve compliance with service level agreements by identifying bottlenecks, providing steady and timely progress on resolutions, and increasing overall throughput.

KEY FEATURES

- Manage backlog to avoid missing promise dates and perform root cause analysis
- Manage work distribution to improve workforce efficiency
- Enable differentiated service offerings
- Improve first call resolution
- Eliminate service level agreement penalties
- Identify bottlenecks

Key Features at a Glance

Service managers need to monitor the overall health of their service operations as well as exercise jeopardy management. The primary objectives include managing backlog to prevent service contract agreement breaches, facilitating timely resolutions to customer issues, and managing resource efficiently to increase the workforce throughput.

TeleService Information Discovery provides the following features:

- **Present critical metrics to highlight service requests requiring immediate attention**

TeleService Information Discovery provides service managers with information on service requests with high probability of SLA violation or already in violation of contractual obligations, service requests that are escalated and/or unattended to as well as service requests that require assignment to the correct groups and agents for analysis.

- **Identify the most common issues, most active customers, and most problematic products**

Through a graphical tag cloud, service managers can easily identify the products with the most service requests reported on, the most active customers reporting issues, and the category of issues most often encountered by customers.

- **Instant access to graphs and service requests highlighted by each critical metric**

Service managers can interactively analyze and group data by different dimensions and attributes to find the patterns and behaviors of the service request to improve workload efficiency and resource performance.

- **Present full details of service requests**

Service managers can navigate directly to the service request details page from the TeleService Information Discovery to instantly provide necessary updates to expedite progress on the reported issues.

- **Provide necessary security to safeguard information**

Service managers and agents can only view service requests that they are privileged to access through service request type or group security. Service requests for different business groups can be delegated to different teams with the correct expertise while preserving confidentiality for sensitive issues.

KEY BENEFITS

- Identify bottlenecks and rebalance work queues to increase productivity and throughout
- Measure utilization and performance of support teams and managers
- Track service requests in jeopardy and drill down to transactional system to help resolve top priority issues
- Improve service delivery and product quality by performing root cause analysis
- Reduce costs by increasing support agent utilization
- Reduce contractual service level agreement penalties

• Measure and enhance workforce performance

Service managers can measure individual and group performances by reviewing their backlogs, age of service requests, and average days from last updates. Performance deficiencies can be improved with proper training plans and guidance.

Key Benefits for Users of TeleService Information Discovery

Service managers using TeleService Information Discovery can get the following benefits:

• Increase operational performance

The service operations dashboard increase productivity and throughput of the workforce by identifying bottlenecks and rebalancing the work queues. Service managers can leverage the dashboard to measure utilization and performance of support teams and managers to improve resource planning and training goals.

• Improve service quality

Service managers can track service requests in jeopardy and drill down to the transactional system to research problem and help resolve top priority issues. By performing root cause analysis, they can improve service delivery and product quality.

• Improve service profitability

Service managers can reduce operation costs by increasing support agent utilization. Profits are also increased by reducing service level agreement penalties.

• Enhance customer satisfaction

- Timely resolutions and proactive management of critical issues enables a business to offer more aggressive and lucrative service level agreements, and to improve service contract renewal rate and customer retention.

RELATED PRODUCTS

- Field Service Information Discovery
- Depot Repair Information Discovery
- Installed Base Information Discovery
- Service Contracts Information Discovery

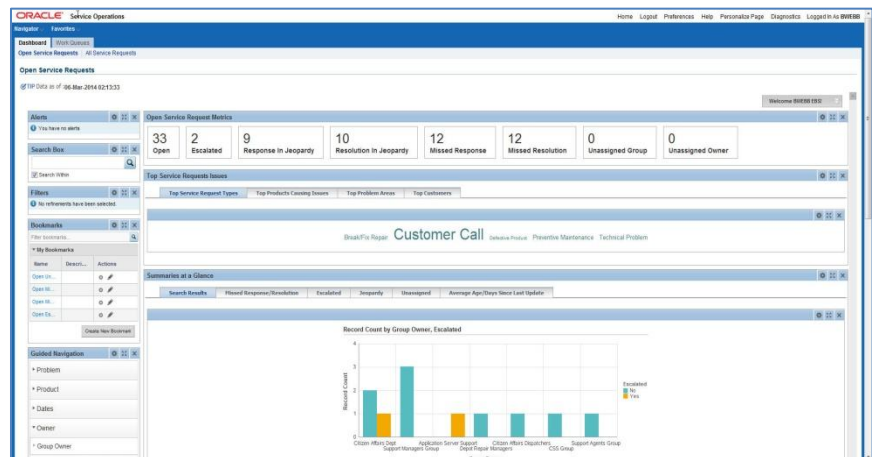


Figure 1 : TeleService Information Discovery Dashboard

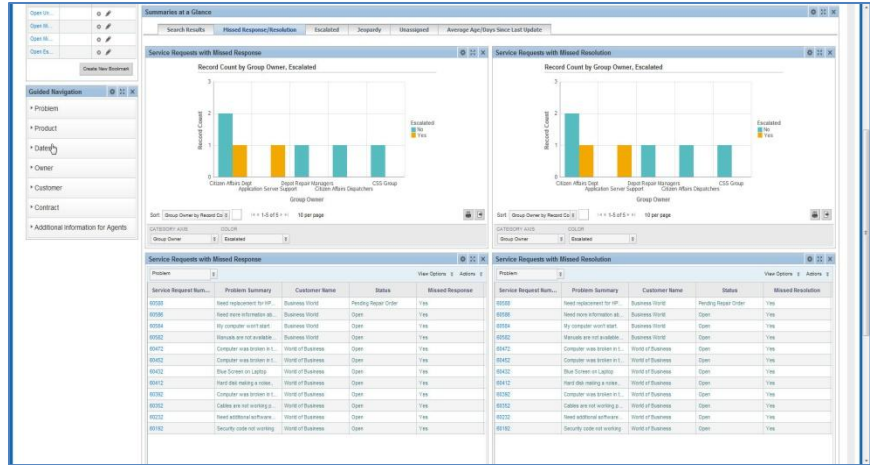


Figure 2 : Detailed graphs and charts for corresponding metrics



Figure 3 : Product Tag Clouds

Contact Us

For more information about TeleService Information Discovery, visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.



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Hardware and Software, Engineered to Work Together