

# ORACLE MOBILE SERVICE MANAGER

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**ENTERPRISE PERFORMANCE  
MANAGEMENT SYSTEM**

*Oracle Mobile Service Manager for Oracle E-Business Suite is a smart phone only application that improves the efficiency and productivity of the contact center. This smart phone application allows contact center managers and agents to manage and update service requests anywhere on-the-go, 24x7, for the best service delivery.*

**DEVICE AND NETWORK SUPPORT**

Any smart phone running:

- iOS version 5 or higher
- Android version 2.3 or higher

Any Wireless or Wired Network inclusive of GPRS, CDMA, 3G, 4G LTE, Wi-Fi

*Contact center managers and agents are alerted to high priority service requests, and approaching SLAs so that they can reassign work and prioritize tasks to ensure compliance to service agreements.*

In today's business environment, an efficiently managed Contact Center plays a pivotal role in the success of a company. Service agreements generate steady revenue streams, and good reputation and customer loyalty resulting from high level service provide abundant opportunities to up-sell more services and products for huge long-term profits. A successful contact center requires that service managers be constantly informed on the status of the issues backlog and service agents engaged with their service requests for increased productivity. Oracle® Mobile Service Manager is the exact tool that can provide these capabilities, 24x7, anywhere on-the-go.

## Oracle Mobile Service Manager Overview

Oracle Mobile Service Manager for Oracle E-Business Suite ("Service Manager") is a smart phone application that improves the efficiency and productivity of the contact center. Available in both iOS and Android, this application allows contact center managers and agents to provide the best service delivery.

Service Manager is tightly integrated with Oracle TeleService to preserve a similar user experience with minimal setups. Work started on one application can be continued on the other after data synchronization. Built using the same technology framework as Oracle Mobile Field Service, Service Manager also operates in disconnected mode so that contact center managers and agents can continue to work on the application even in areas with no connectivity.

## Key Features

Some of the key features offered by this product include:

- **Define and execute customized queries to identify service requests of interest**

Aside from the saved queries provided out of the box, contact center managers agents can create customized queries to identify service requests of interest. These queries are automatically executed upon data synchronization to obtain the latest list of service requests matching the search criteria.

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**SERVICE REQUEST MANAGEMENT**

- Update service request notes with research findings and questions
- Update status and severity
- View and add attachments
- Drill down into service request tasks
- Reassign to appropriate groups and agents
- Search for service requests

**DATA SYNCHRONIZATION SUPPORT**

- Supports manual or automatic synchronization
- Supports incremental refresh of full refresh

- **Monitor current service request backlog, 24x7, anywhere on the go**

Any time of the day, anywhere on the go, managers have immediate grasp of the health of the contact center. Managers can get an instant summary of the service request backlog of the contact center. Summary can be customized to provide details to identify the backlog for a certain severity, for a particular customer, for a particular product, etc.

- **Get alerted to escalated, high severity service requests**

Service Manager easily identifies the list of high severity service requests. Contact center managers can prioritize workload to ensure that progress can be made in a timely fashion, and assign to the agent(s) most adept at resolving the issue.

- **Identify service requests that have violated or are in jeopardy of violating service level agreements**

Contact center managers and agents can instantly see the list of service requests that have either violated or are in jeopardy of violating of service level agreements. They can direct immediate attention to these issues to minimize the potential financial penalties and customer dissatisfaction.

- **Secure access to service requests**

Service Manager leverages the same service request type security and group security as in Oracle TeleService to allow only authorized users from accessing and updating service requests. Users must be assigned the proper service responsibility on the enterprise to be able to log into Mobile Service Manager application.

- **Update service requests anytime, anywhere**

Agents assigned to service requests can now work on service requests while on the go. They can provide updates and analysis, ask for further clarification, and provide suggestions for workarounds even while away from the office. Statuses and severity can be updated accordingly and notes and attachments can be added as required.

- **Reassign service requests**

Contact center managers can reassign service requests to different groups and agents to take better advantage of skill sets, rebalance work queues and reduce resource bottlenecks.

- **Support for disconnected mode**

Service Manager operates in disconnected mode to allow managers and agents to continue working even in areas of low connectivity. Changes to the service requests are synchronized back to the enterprise when connectivity is available to provide uninterrupted progress and virtually no downtime.

## Key Benefits for Customers

- **Improved service quality**

With the ability to keep constant tabs on the backlog of the contact center, and being alerted to high priority issues anytime, anywhere, contact center managers and agents can reduce the idle time of the service requests and immediately take action on issues that arise.

- **Improved service profitability**

Because contact center managers and agents are alerted to service requests that have either violated or are in jeopardy of violating service requests, they can proactively direct attention to these service requests to minimize the penalties that may result from such violations. Otherwise, the business could suffer financial consequences.

- **Improved resource throughput**

Contact center managers and agents can continue progress on service requests anywhere on the go, even in areas of low connectivity to expedite closure on the issues.

- **Improved 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 the service contract renewal rate and customer retention.

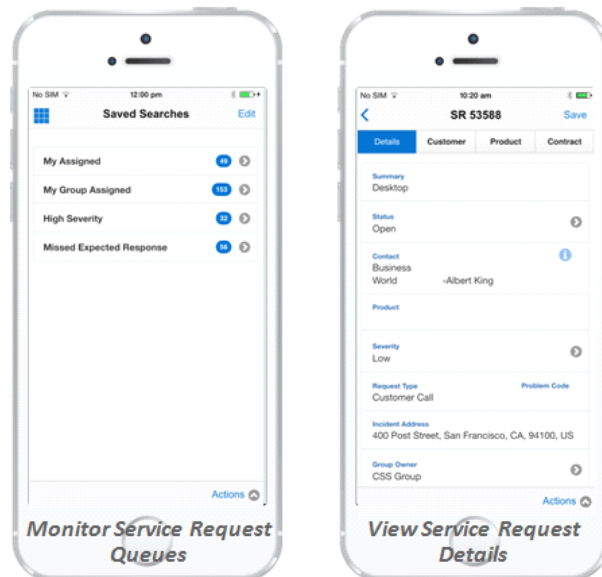


Figure 1: Mobile Service Manager



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