

JD Edwards EnterpriseOne Case Management

ORACLE®**JD EDWARDS
ENTERPRISEONE****PRODUCT HIGHLIGHTS**

- Consistently manage customers interactions
- Personalize the customer experience
- Increase cross-sell and up-sell opportunities
- Facilitate service needs
- Mobile applications
- UX One role-based pages for Service Operations Manager and Service Agent Manager

The Issue: Maintaining One-Face-to-the-Customer Service Everywhere

Customers choose when and how they transact business. They need to interact from time to time with your organization. These transactions may be related to additional sales opportunities or they may result in issues or questions about the products or services you have to offer.

To maintain and build customer loyalty, you must be able to provide consistent information and service levels—creating an easy transition from one customer issue to another. By having all of the customer information and being able to quickly and easily see and create cases, you are in a better position to make the most of every interaction. Each contact becomes part of an ongoing conversation that builds knowledge about how to better serve your customers.

As the focal point of integrated communications, your contact center is no longer just a cost center. To retain customers, you must convince them that your company can meet their full range of needs. You must quickly understand requests and act appropriately.

The Solution: A Consistent Customer and Customer Service Representative Experience

Oracle's JD Edwards EnterpriseOne Case Management provides your customer service agents with instant access to all the customer information needed to resolve any issue, including billing, sales and service orders, cases, entitlements, equipment information, recent interactions, and even suggested products to cross-sell and up-sell. With timely answers to customer concerns, your service agents are more likely to make sales from ordinary service calls. Every contact with your customer, even if it begins as a request for service, enables you to build upon your customers' opinion of your company and may become an opportunity to turn an interaction into a selling situation.

Prompt, Informed Response to Customer Concerns

Flexible business rules can be set up to establish escalation routines that meet customer service policies and contract terms. Easy conversion to a service order is also

FEATURE/FUNCTION HIGHLIGHTS

- Case management
- Rule-based alerts and escalation
- Multi-language support
- Access to sales and service
- Call routing and workflow
- Mobile applications:
 - Quick case entry
 - Review cases
 - Manage cases

available if on-site service is required. And, a quick sales order entry screen is available for entering a new order without having to transfer to another agent.

Case Management captures all interactions and so anyone who is authorized can view all customer communications—calls, email, opportunities, sales orders, and meetings. This keeps sales people prepared and aware of any customer service incident. It also helps customer service representatives reinforce the focus that a sales person may be pursuing independently of service issues.

Personalized Case Management

As customer interactions occur, they can be routed based on product, customer level, geography, or other parameters. To resolve a customer's issue within contracted time limits via service-level agreements, you can apply business rules to service requests based on customer agreements so that instant messages or emails are automatically sent to the appropriate person for follow-up or escalation. For improved response to your customers, Case Management handles multiple languages and multiple time zones for guaranteed response times.

A powerful advantage is gained when people who deal directly with customers have the consistent and accurate information they need to resolve issues immediately. And, if they are knowledgeable about complementary and new products, they can enhance the customer's overall buying experience. Your customers get results, and you get more satisfied customers that provide more business.

For your employees out in the field working with customers, the mobile Quick Case Entry application can facilitate getting issues entered where and when needed.

Access to UX One role-based pages enables Service Operations Manager and Service Agent Manager to easily access, review, and act upon important information to provide prompt and informed response to customer concerns, thereby enhancing the customer service.

Solution Integration

This module is designed to be integrated with the following JD Edwards EnterpriseOne products across your operations using common tools and a Pure Internet Architecture:

- JD Edwards EnterpriseOne Financial Management
 - General Ledger
 - Accounts Payable
 - Accounts Receivable
- JD Edwards EnterpriseOne Customer Relationship Management
 - Service Management
 - Sales Force Automation
- JD Edwards Inventory Management



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