Spread the Word about the Event!

#ModernServExp
Safe Harbor Statement

The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described for Oracle’s products remains at the sole discretion of Oracle.
As customers, what do we Expect?
Your Customers Deserve and Expect a Great Experience

• Your customers deserve a first class experience

• Customers prefer self-service and expect a seamless transition to assisted service.

• Today’s customers engage a brand over multiple channels when trying to get help

• Customer interaction history is important
Every Organization is Unique

• What happens to your contact center as your business grows and evolves?
  – New agents and training
  – Need new and evolving success metrics
  – 24 hour coverage and/or multiple time zone management
  – Agent retention and loss of domain expertise
  – Business processes
  – Various applications storing all types of data
Unifying the Agent Experience

• How do you create Agent Success?
  – Drive contextual agent experiences based on customer input
  – Build business processes into the agent experience
  – Allow agents to access and interact with data from all necessary systems.
  – Allow agents to interact with customers across the customers channel of choice
Building a Robust Agent Experience

• Every business has unique processes and needs. Over time your business evolves and grows. How does the Oracle Service Cloud support these business needs and grow with your organization?
Workspaces

• Quickly work through and solve customer issues efficiently
  – Give your agents access to the data that is relevant
  – Allow seamless interaction between related record types
  – Provide smooth transitions to external data integrations

What if...

• Data needs to be read-only or required before saving a record?
• Fields need to be available based on conditions within the workspace?
Workspace Rules

• Help agents enforce business process and data collection
  – Dynamically enforcement workspace field access
  – Conditionally revise or require data based on agent updates
  – Drive contextual information based on customer data
  – Enforce data integrity

What if...

• You need to lead agents through a process of collecting data based on customer feedback?
Agent Scripting

• Gathering customer data for complex scenarios
  – Remove agent confusion by logically progressing through data collection
  – Simplify agent/customer interaction
  – Seamlessly collect data across multiple record types to drive agent productivity

What if...

• Elaborate business processes may require staff members to evaluate critical information and perform a variety of actions across multiple records?
Workflow

• Improve agent productivity bogged down by complex business processes
  – Drive business processes through a step by step model
  – Foster agent productivity
  – Enforce data collection and integrity with automation
  – Seamlessly gather data across related record types

• What if...
  • Accessing external Data is needed?
  • You need to create entire new functionality?
Connect Add-In Framework

• Agents are slowed down when using multiple systems and collecting data from external sources
  – **Automate** manual actions and decisions agents make during their day to day processes.
  – **Integrate** with data from external systems and push any changes back to those external systems
  – **Extend** by building entire applications within the Oracle Service Cloud and provide seamless data management
Using Workspaces, Workspace Rules, Agent Scripting, Workflow and the Connect Add-In Framework...

Absolutely Unifies the Agent Experience!
Community and Documentation

• Technical Documentation and Sample Code
  – https://cx.rightnow.com/app/answers/detail/a_id/5169

• Documentation for Oracle Service Cloud Products
  – https://cx.rightnow.com/app/answers/detail/a_id/5168

• Oracle Service Cloud Community
  – http://communities.rightnow.com/pages/home
Questions?
Ask the Oracle Service Cloud Experts

1-hour, 1-on-1 sessions | Palazzo Ballroom K, Floor 5

*If you didn’t register beforehand, visit bit.ly/ATEVegas or the Reg Desk on Floor 5. First-come, first-served. Limited availability.
Be Sure to Attend:

Technical Track
2 – 2:45 p.m.
Crafting a Modern Self-Service Experience with Oracle Service Cloud
James Watson, Oracle, Chris Fellows, Oracle

Join this session to learn how to deliver modern self-service. We'll introduce you to the Oracle Customer Portal Cloud Service, and provide a getting started demonstration targeted for designers and developers on how to work with the Customer Portal framework. By the end of the session, attendees will be able to edit files, configure common options, customize the look and feel for a pixel-perfect support site, and find help to move to the next level. This session is relevant to website designers, developers, and contact center administrators.