

# Oracle Cloud Business Help Desk for Retail

Customers of Oracle Retail Brand Compliance are looking for end user and supplier satisfaction, successful SaaS adoption, and realization of the expected cost savings of using a SaaS application. Oracle Cloud Business Help Desk for Retail can help meet those needs through a personalized and tailored SaaS support desk.

## SUPERIOR USER EXPERIENCE THROUGH TARGETED HELP DESK SUPPORT

Oracle Cloud Business Help Desk for Retail is a comprehensive and targeted help desk solution for customers of Oracle Retail Brand Compliance and MyCreations products. The service is delivered by a Technical Account Manager who knows your environment, and an experienced support desk team coupled with a user-friendly help desk interface. Oracle Cloud Business Help Desk for Retail meets the daily support needs of your end users by providing:

- Implementation specific functional support
- Assistance with "how to" questions
- Help with application access and usage

Your business can benefit from this service through:

- Accelerated SaaS adoption
- Increased user satisfaction and productivity
- Fully leveraging the features Oracle SaaS retail solutions can provide

## CORE FEATURES

<p><b>Personalized Service</b> from a team of designated support agents</p>	<p>➔</p> <ul style="list-style-type: none"> <li>• Support directly from a team who knows your implementation allowing for faster issue resolution</li> </ul>
<p><b>Assigned Technical Account Manager</b></p>	<p>➔</p> <ul style="list-style-type: none"> <li>• Provides overall service governance and is your Oracle Support advocate to help resolution of critical incidents</li> </ul>
<p><b>User-friendly help desk portal</b> for user support and assistance with any issue or question related to the use of the SaaS application</p>	<p>➔</p> <ul style="list-style-type: none"> <li>• Accelerated user adoption and productivity</li> <li>• Efficiency and cost savings by eliminating the need to build your own in-house help desk</li> </ul>

## Key Features

- Personalized service with named resources for functional support and usage assistance
- User-friendly help desk portal
- Customer-specific knowledgebase
- Multi-channel access to help desk assistance and resources including phone, live chat, and online ticketing
- Response time SLAs

## Key Business Benefits

- Accelerated end user adoption and productivity
- Higher overall business performance and increased agility
- Maximize the features and cost savings of Oracle SaaS retail solutions

## Supported products

- Oracle SaaS Retail Brand Compliance
- Oracle SaaS Retail MyCreations

<p><b>Your own knowledgebase</b> specifically built and maintained for you with implementation-specific content, <b>accessible by all your users from the help desk portal</b></p>	<p>➔</p>	<ul style="list-style-type: none"> <li>• Faster problem resolution by enabling users easy access to context-specific information according to their implementation, setup, and configuration details</li> </ul>
<p><b>Multi-channel access</b> to help desk assistance and resources. Users can utilize multiple support channels, including toll-free telephone support, “click to chat” real-time assistance, and online ticketing</p>	<p>➔</p>	<ul style="list-style-type: none"> <li>• Fast resolution—often in real-time—of time sensitive issues through chat features, and telephone access to designated help desk agents as needed or preferred</li> <li>• Giving users a choice of support channels per their preference</li> </ul>
<p><b>Rapid response with Service Level Agreements (SLAs)</b> to online tickets, and prioritized assistance from skilled support staff, developers, and cloud operations. The service provides a 15-minute SLA for critical issue response.</p>	<p>➔</p>	<ul style="list-style-type: none"> <li>• Accelerated adoption through rapid and timely responses to end user issues.</li> <li>• Business continuity and customer confidence through reliable high service level standards with Oracle SLA commitment</li> </ul>

Take advantage of Oracle Cloud Business Help Desk for Retail and maximize the user experience and overall business performance with your Oracle SaaS applications.

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## Integrated Cloud Applications & Platform Services

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