



Implementation and Management Series

Oracle Engagement Cloud (Sales and Service)

The [Implementation and Management video series](#) helps you prepare for an implementation of Oracle Engagement Cloud (Sales and Service) as well as provide guidelines for effectively managing the deployment and ongoing use of the system. This **no-cost series of videos** is highly recommended if you are involved in planning and managing a project, or are a member of a project team. They will also be helpful to Oracle partners who offer implementation services, to help them to augment and align their approach and practices with Oracle's recommendations.

"Well done presentation with good foundational principles for a successful implementation! I especially liked the bracketing of Small, Medium, and Large projects according to number of users, number of countries, and number of business units."

TARGET AUDIENCE

- Implementer
- Application Administrator
- Business Administrator
- Project Manager
- Business Analyst



Implementation and management recommendations presented in a series of videos developed by experts.

[Introduction to Implementation and Management Series](#)

This introduction to the Oracle Engagement Cloud (Sales and Service) Implementation and Management Series covers some general concepts to serve as a foundation for all the topics in the series, provides an overview of the implementation process, and will help you understand how to assess the scale of your project. Duration: 15.5 minutes



[Getting Started with the Oracle Sales Cloud Service](#)

New to Oracle Applications Cloud? Then review the series of videos introducing you to the Cloud service.

[Organizing Your Project Team for Small Implementation Projects](#)

This video covers the skills required to perform the tasks of implementing, as well as the roles you'll need on your project team. Duration: 11.5 minutes

[Organizing Your Project Team for Medium-Sized Implementation Projects](#)

This video covers the skills required to perform the tasks of implementing, as well as the roles you'll need on your project team if you have a medium-sized implementation project. Duration: 27 minutes

[Organizing Your Project Team for Large Implementation Projects](#)

This video covers the skills required to perform the tasks of implementing, as well as the roles you'll need on your project team if you have a large implementation project. Duration: 29 minutes

[Choosing an Implementation Service Provider](#)

This video presents some of the factors to consider when evaluating your project needs and how to find a service provider that is a good fit for those needs. It also covers how to evaluate a service provider before deciding whether or not to engage them for your project. Duration: 25 minutes

[Defining Your Project Scope](#)

This video covers the things that affect the scope of your implementation, how your business goals drive your scope decisions, and how this will affect your project planning. It discusses how scope is influenced by several dimensions, including Business Processes, Product Functionality, Your Company Organization, and Technical Complexity. Duration: 20 minutes

[Measuring Ongoing Business Contribution](#)

This video presents the importance of establishing a clear program to monitor and measure the business contribution that you want to achieve by implementing Oracle Engagement Cloud (Sales and Service). It covers best practices for defining your program, including advice about defining measures, collecting data, establishing targets, and charting your progress to give you valuable information that can help you refine the solution over time. Duration: 14.5 minutes

[Project Plan for New Feature Rollout](#)

Now that your update of Oracle Engagement Cloud (Sales and Service) has been stable for a while, you'll want to start rolling out new features available in the release. This video walks you through the tasks to accomplish that, providing a project plan for analyzing, enabling, validating, and deploying new features at your organization. Duration: 13 minutes

"Very thorough coverage of project team membership, skill-sets, and timing of involvement. Especially good is the topic of transitioning the skill to the customer team. This series of videos is very well crafted!"

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