Oracle Engagement Cloud Service Foundation

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Engagement Cloud

As part of the Oracle Customer Experience suite, Oracle Engagement Cloud combines **sales and service** capabilities in **one solution** with a unique combination of sales automation, multi-channel interactions, service request management, knowledge management and digital customer service. Oracle Engagement Cloud **Service Foundation** is the underpinning for connected service experiences, empowering your teams to offer exceptional experiences by streamlining interactions, providing a 360° view of the customer and enabling collaboration between sales and service professionals.

SEAMLESS SERVICE REQUEST MANAGEMENT

Engagement Cloud provides a seamless service management interface that allows organizations to capture and track service requests, collaborate between sales and service teams, allowing a timely follow-up to customers quickly and efficiently.

- **Service Request Tracking** - Easily track service requests for customers and partners, even as they traverse across multiple channels.

- **In-context Sales and Service Collaboration** - Collaborate and share service requests, post internal notes and track activities associated with service requests.

- **Follow-up** - Compose rich text responses and add personalized content, formatted within branded HTML templates.

- **Easy Organization** - Easily set up separate entitlements and milestones for different business units.
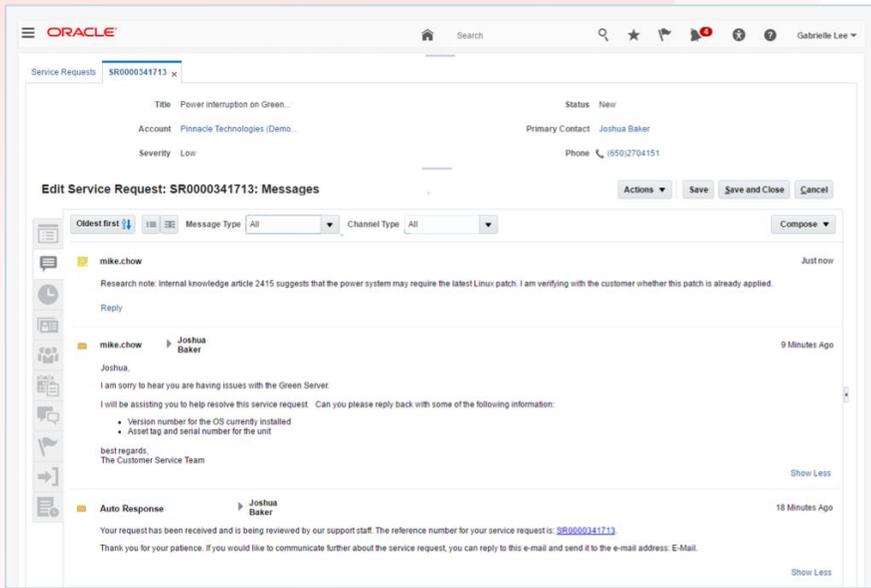
Key Features

- Seamless Service Request Management.
- Intuitive 360° Customer View.
- Agent Productivity.
- Robust Queue Management.
- Omni-channel Interactions.
- Sales and Service Collaboration.
- Knowledge Management.

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Easy Service Request Management

OMNICHANNEL INTERACTIONS

Engagement Cloud supports a wide variety of communication methods and channels, allowing your teams to communicate and resolve issues efficiently through various channels including telephony integration, Email, Co-Browse, Live Chat or Social channels.

Live Window supports multi-monitor set-up and allows to engage in live interactions on one screen while working on the case in another.

Maintain a clear overview of all previous interactions across different channels for full historical insight.

The full interaction history across all channels is available in one overview.

AGENT PRODUCTIVITY

Service Foundation has been designed from the ground-up to ensure a highly intuitive and efficient agent experience.

- Use keyboard shortcuts to quickly access repetitive tasks.

- Increase accuracy and productivity by leveraging the pre-built call flows for contact verification.

- Know your customer by offering insights into your users' dashboards and real-time analytics.
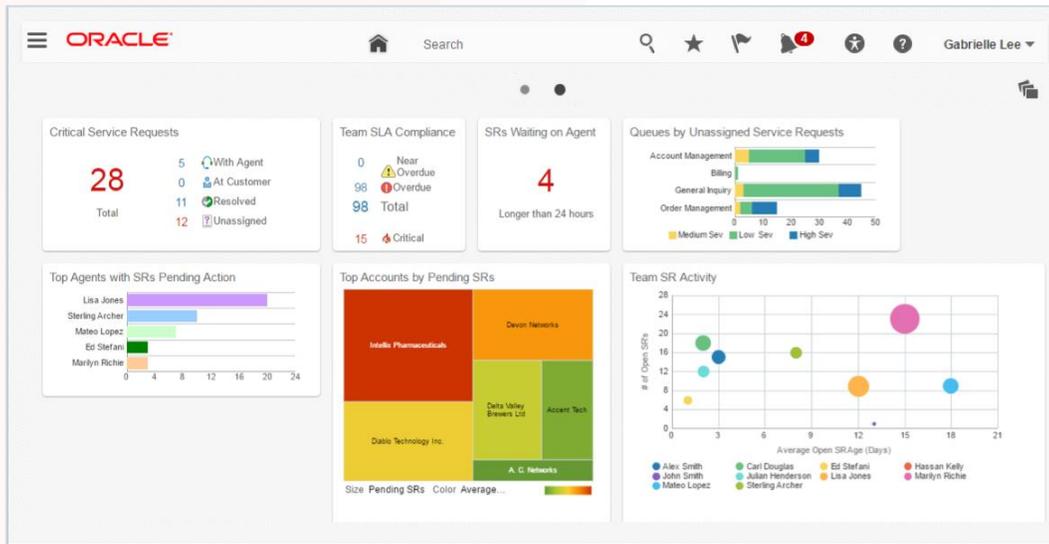
Intuitive Dashboard and Real-time Service Analytics

ROBUST ROUTING AND ASSIGNMENT

Engagement Cloud offers omnichannel routing and queuing that helps ensure effective workload management and call routing.

- Route inbound interactions in real-time across channels using the intuitive queue assignment rules manager.

- Leverage OmniChannel Routing Analytics to monitor agent assignments, workload, and KPIs.

- Push assignment ensures that new work items are being routed to available agents based on logged in presence and remaining capacity.

- Supports routing of service requests for non-real time channels including web submissions, email, and others.

- Let agents set their availability to take new real-time and non-real time interactions.
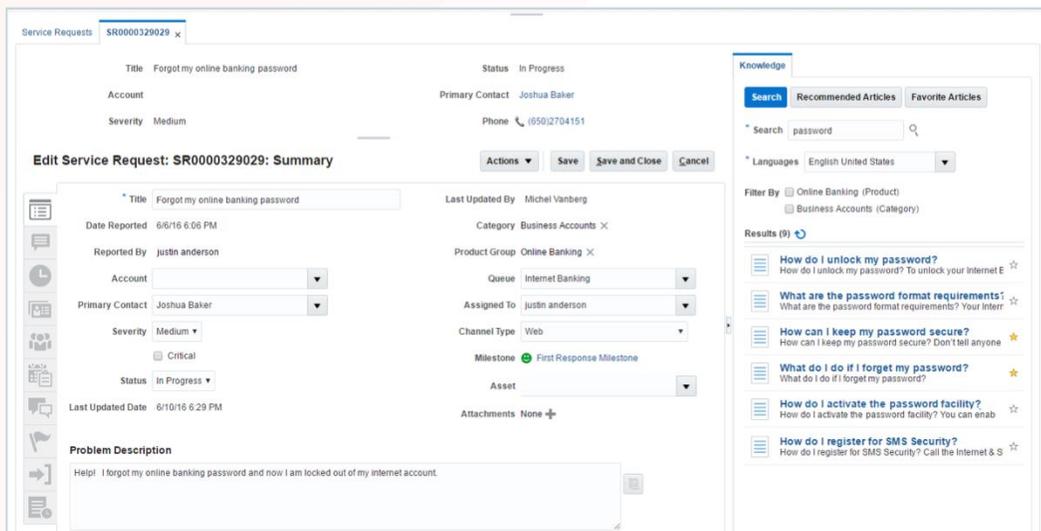
Unified CX Platform

The unified platform is at the core of all Oracle CX applications. Common tools streamline configuration and management.

- Data Management

- Analytics and Data Visualization

- Application Development

- Content and Collaboration

- Process and Integration

- Identity Management and Security

ENTERPRISE KNOWLEDGE MANAGEMENT

Engagement Cloud helps to ensure quick resolution to customer issues by empowering agents to give accurate and consistent answers.

- **Intelligent Search** - Leverage natural language search and suggest the best answers automatically based on the customer question and pre-filled optional responses.

- **In-Context** - Offer detailed knowledge within the context of the service request and embed that knowledge into each of your responses.

- **Authoring** - Publish content in multiple languages and manage multiple versions.

Easily find and provide answers within the application

Integrated Cloud Applications & Platform Services

Oracle is committed to developing practices and products that help protect the environment

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