

# Oracle Service Cloud Platform



ADAPT TO CHANGING NEEDS WHILE  
DELIVERING PROVEN, RELIABLE  
SERVICE

#### KEY FEATURES

- Visual tools for creating consistent customer experiences across channels
- Open, standards-based APIs
- Security accreditations necessary for most organizations, governments, and industries
- Cloud delivery platform
- Real-time cloud performance

#### KEY BENEFITS

- Configure, extend, and integrate customer experience applications
- Provide a reliable, secure, and scalable cloud environment for all customer transactions
- Gain client-specific, actionable insight into the mission-critical operations of Oracle Service Cloud deployments

In this complex, ever-changing world, every interaction matters. To deliver customer experience excellence, you need to rapidly adapt to evolving business needs; provide consistent and insightful interactions; and deliver proven, reliable service. That's where Oracle Service Cloud Platform excels.

## Design, Build, Connect

The Oracle Service Cloud is a complete suite of tools for configuring, extending, and integrating customer experience applications on Oracle Service Cloud.

Oracle Service Cloud Platform enables integrators and developers to extend customer experience applications with custom objects into the database schema that are consumable by all areas of Oracle Service Cloud to support unique business processes.

Oracle Service Cloud delivers open-standards-based APIs that rapidly and cost-effectively integrate Oracle Service Cloud into:

- Desktop applications
- Enterprise systems
- Telephony integration
- Cloud application integration
- The Web, for search engine integration and knowledge syndication

Oracle Service Cloud Agent and Customer Experience Designers empower business analysts and designers with visual tools for easily tailoring engaging and consistent customer experiences within and across all interaction channels.

## Integration Flexibility

To run enterprise businesses, integration to other applications should be seamless. Oracle's "Integration Cloud Service" or "ICS," a cloud-based, fully configurable integration framework, is a web based, point and click integration experience. It includes rich monitoring and error management with capabilities to support both SaaS and on-premise integrations. Customers benefit from pre-built integrations to Oracle products.

The ICS framework is a bi-directional synchronization between the two clouds. It is fully configurable and guaranteed delivery between the two clouds thus ensuring a reliable synchronization. Delivered is a pre-built, fully-validated integration between the Account/Organization and Contact objects of the two clouds. This is a unified view of Accounts, Contacts and other data elements.

**ORACLE SERVICE CLOUD PLATFORM**

Oracle Service Cloud Platform is part of the market-leading Oracle Service Cloud, which offers an integrated approach to customer experience. With Oracle Service Cloud, you'll be able to provide a seamless customer experience in 33 languages across multiple touchpoints—from your knowledge foundation and contact center to your corporate Website and social communities. Deliver exceptional customer experiences that put you head and shoulders above your competitors.

**RELATED PRODUCTS**

Oracle Service Cloud Platform includes the following products:

- Oracle Service Cloud Connect PHP API Cloud Service
- Oracle Service Cloud Custom Objects Cloud Service
- Oracle Service Cloud Customer Experience Designer Cloud Service
- Oracle Service Cloud Knowledge Cloud Service
- Oracle Service Cloud Service Agent Experience Platform
- Oracle Service Cloud Virtual CIO Cloud Service
- Oracle Service Cloud E-Business Suite Accelerator
- Oracle Service Cloud Siebel Accelerator
- Oracle Service Cloud Oracle Sales Cloud Accelerator

Lastly, a seamless, cloud-based integration will reduce IT operational costs, as the features can be fully configured by the business user with no IT involvement.

Another option is the Oracle Service Cloud Accelerator, which is a functioning integration based on best practices and a recommended design approaches. Each accelerator includes a step-by-step setup and deployment guide, sample code, business process configurations and implementation details for rapid deployment. Oracle Service Cloud accelerators are designed to provide a starting point for implementers, partners and developers by lowering the cost and speed of integrations with other Oracle products. Accelerators leverage the Oracle Service Cloud platform using public APIs and the extension framework.

**Access Anytime, Everywhere**

Oracle Service Cloud Service Platform is a cloud delivery platform that provides the reliability, security, and scalability necessary for mission-critical business.

Enjoy peace of mind with security that includes industry-leading security compliance certifications such as Federal Risk and Authorization Management Program (FedRAMP) for Government and Department of Defense (DoD) Clouds, Payment Card Industry Data Security Standard (PCI DSS), and Payment Card Industry Security.

Standards Council (PCI SSC), Health Insurance Portability and Accountability Act (HIPAA), Statements on Standards for Attestation Engagements (SSAE No. 16). Secure, industry-specific cloud offerings include the PCI cloud, FedRAMP for the government and DoD clouds. Oracle Service Cloud Experience Platform also provides a multi-layered approach to security covering physical, server, network, storage and backup, application, and procedural security.

The scalable, available-everywhere infrastructure provides six fully redundant geographically dispersed world-class data centers and a POD architecture that includes dual stack internet protocol (IPv4 and IPv6) support.


**Operational Transparency**

Oracle Service Cloud Virtual CIO gives CIOs and IT managers client-specific, actionable insight into the mission-critical operations of their Oracle Service Cloud deployments, including: Real-time channel status monitoring for practicing risk management, Real-time bandwidth and usage statistics for measuring efficiency, and Metrics indicating trends that correlate with customer interactions

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**Hardware and Software, Engineered to Work Together**

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