Oracle Service Cloud and Oracle Siebel Accelerator

As customers start to transition to the cloud, Oracle has made it easy to bring together the power of Oracle Service Cloud and Oracle Siebel. Siebel Customers will be able to leverage their existing investment while taking advantage of Oracle's industry leading Customer Experience Software-as-a-Service product.

KEY FEATURES

• Proven Integration
• Best Practice Recommendations
• Sample Code
• Set up and Configurations
• Design Patterns
• End-to-End functionality
• Implementation Details

, KEY BENEFITS

• Reduce Integration timeline
• Siebel Customers can access digital and multi-channel service including Web Customer Service, chat, etc
• Transform service delivery and reduce burden on contact centers, drastically reducing costs
• Access from mobile devices

Better Together

Oracle Service Cloud makes it easy to provide service anywhere to serve the customer at the point of need, whether it's online, mobile, social, contact center or field. Oracle Service cloud provides personalized and relevant service based on customers unique requirement.

Siebel customers can keep their existing implementation and add Oracle Service Cloud to enhance their customers' experiences with web customer service, email and digital channels such as chat. The Oracle Service Cloud and Siebel accelerator is a proven integration to help streamline the implementation between these applications, allowing you to focus on your businesses' core initiatives.

Accelerator Advantage

Customers that own Oracle Service Cloud and Siebel accelerator will be able to leverage the accelerator to:

Drive Confidence – Using best practices and recommended approaches, implementers, developers and partners will be able to follow a step-by-step guide to setup and deploy a functioning integration.

Lower the Cost and Speed Delivery – Sample code and configurations are included and will enable rapid deployment of common integration business processes and scenarios.

Leverage Industry standard APIs – Built using public APIs and the extension framework for rapid deployment.

Meet Unique Needs – Along with the suggested integration, implementers and developers will be able to use the accelerator as a temple to implement new and unique processes.

Multi-Channel Service

Single sign-on capabilities allows Siebel customers to easily serve themselves with web, email, chat and other channels available in Oracle Service Cloud.

In addition, customers have complete visibility into all their service requests

About Service Cloud Accelerators

An Oracle Service Cloud Accelerator is a functioning integration using best practices and a recommended design approach. 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 and proven design patterns using public APIs and the extension framework.

CONTACT US

For more information about [insert product name], visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.

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