

# 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 template to implement new and unique processes.

**RELATED PRODUCTS**

- Cross Channel Contact Center
- Web Customer Service
- Knowledge Management
- Policy Automation
- Field Service
- Oracle Siebel

**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.

The screenshot shows the 'Ask a Question' page in the Oracle Support Center. The page has a navigation bar with 'Support Home', 'Answers', 'Ask a Question', and 'Your Account'. The main content area is titled 'Submit a question to our support team.' and contains the following fields:

- Subject \***: Will not working on laptop?
- Request Type \***: Break/Fix Repair (dropdown)
- Product**: EBS Products: Every Notebook PC (dropdown)
- Serial Number**: 51234
- Question \***: G3 will not working on my extra laptop. Can I get a replacement with card before my trip?

A 'Submit' button is at the bottom left. On the right side, there is a 'Find Answers' search bar and a 'Contact Us' section with links for 'Ask a Question', 'Contact Us', and 'Give Feedback'.

**RELATED SERVICES**

The following services support Oracle Main Product:

- Update Subscription Services
- Product Support Services
- Professional Services

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

The screenshot shows the 'My Incident' and 'Service Request List' in the Oracle Support Center. The page has a navigation bar with 'Support Home', 'Answers', 'Ask a Question', and 'Your Account'. The main content area is titled 'My Incident' and contains a table with the following data:

SR NUM	Reference #	Date Created	Subject	Status
46008	141128-000000	11/28/2014	Broken laptop's monitor	Unresolved

Below the table, there is a 'Service Request List' section with a table containing the following data:

SR NUM	Reference #	Date Created	Subject	Status
46006	N/A	11/26/2014	Headset not working in my laptop	Open
46004	N/A	11/26/2014	Locate a new CD ROM	Open

On the right side, there is a 'Contact Us' section with links for 'Ask a Question', 'Contact Us', and 'Give Feedback'.

## 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.



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### Hardware and Software, Engineered to Work Together

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