Service & Repair in the Cloud
Omni-channel service apps integrated with your repair centers cut costs & delight customers

ORACLE® SERVICE CLOUD

ORACLE® E-BUSINESS SUITE

KEY BUSINESS BENEFITS

- Delight and retain customers
- Fix problems faster
- Spend less on IT
- Improve warranty recovery

The ultimate test of your customer service comes when one of your products breaks. How fast you fix the problem and how you engage the customer determine whether you still have a customer or if your competitor has a new one. Today customers demand immediate information and fast results, and if you don't deliver, they'll troll you all over the Internet. Oracle Service Cloud + Depot Repair provides the Cloud solution for omni-channel service integrated with your repair center network to deliver loyalty-inducing customer experience with lower infrastructure and operations costs.

Key Benefits at a Glance

Customer service is a critical competitive differentiator. It is the channel through which you engage with your customers, understand their needs, solve their problems, delight them and build lasting relationships. Customer service, social and chat channels integrated with your repair center network can fix problems faster, enable customers to solve their own problems, prevent unnecessary returns, enable collaboration and provide up to the minute status updates. It can provide a shared, real-time, integrated knowledge base in the Cloud for agents and customers with service history, product configuration, known fixes, warranties, entitlements, recall, repair status, estimated completion dates, technician notes and more. In short, all the information needed to fix problems fast and delight your customers.
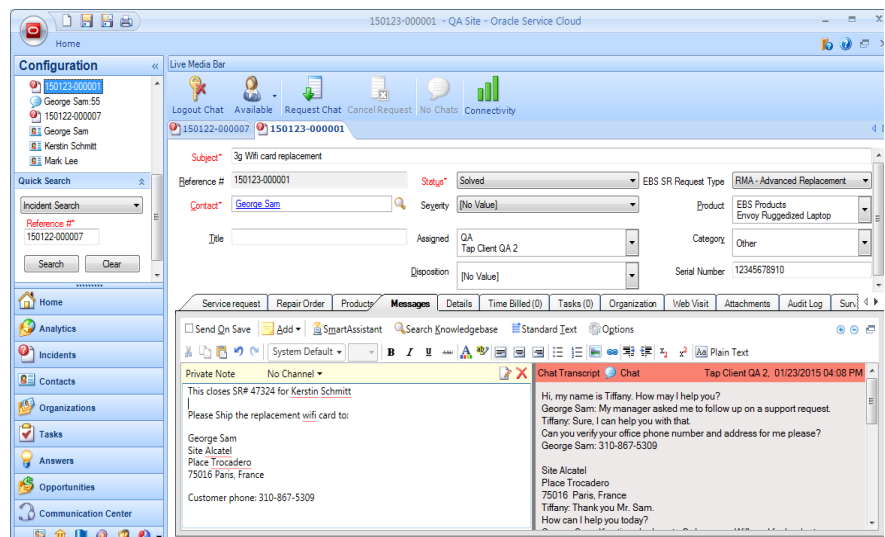

Figure 1. Oracle Service Cloud: Combines Web, Social, and Contact Center Experiences

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The integrated Oracle Service Cloud + Depot Repair solution will:

- **Delight and retain customers.** Customers demand immediate information and fast solutions. The Oracle Service Cloud delivers both through a unified service experience through the Web, email, chat, social, mobile and agent, and with Depot Repair can provide real time information on service history, product configuration, end-user warranties, supplier warranties, repair status, technician notes and more.

- **Fix problems faster.** Customers won't tolerate long down-times. The Oracle Service Cloud enables fast fixes by pulling repair center knowledge into the service channels to enable self-service fixes, to make sure the product is really broken before sending it back, and to capture diagnostic data needed in the repair centers. Depot Repair adds rules-based return routing and sourcing of replacements and loaners and integrated parts planning to prevent stock outs.

- **Spend less on IT.** Great customer service costs money, but Cloud apps can significantly reduce infrastructure and operations costs and improve cash flow. Virtualization provides the capacity you need when you need it, but no more than you need; and Oracle handles the operations, patching, upgrades, backups and security. The Depot Repair Partner Portal provides Cloud access to your 3rd party repair shops, carriers and processors without needing to roll out any physical infrastructure or expensive integrations. Out-of-box integration with Oracle Financials, Costing and HR cut integration costs.

- **Improve warranty recovery.** When a supplier's component breaks, your customer blames you – you pay the price in reputation and the price to fix the problem. Most companies don't recover what they are due in warranty claims from failed supplier components because they can't effectively track warranties and apply them when components fail. Depot Repair's Supplier Warranty module enables your company to process, adjudicate and settle claims faster and improve claim recovery percentage. The Supplier Warranty Claims Dashboard makes visible all claims along with their age, status, and supplier contact information.

Key Features at a Glance

Removing the silos that separate customer service channels and the service center enable many powerful features, like real-time information sharing and collaboration.
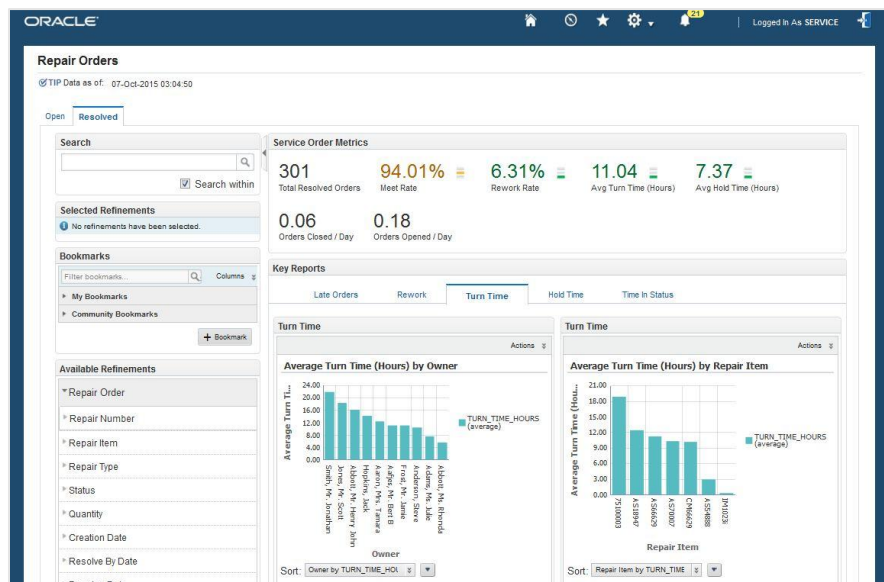

Figure 2. Depot Repair: Monitor Backlog, Status, Turn Times, Quality and Costs

KEY FEATURES

- Real-time configuration, service history, contract and warranty info

- Real-time status of returns, repairs, replacements and shipments

- Collaboration on estimates, approvals, discrepancies and customer questions

- Customer portal for self-service status and communications

- Connect in-house and out-sourced service centers

- Simplify data entry with 'interview style' dialogue tool

The Oracle Service Cloud + Depot Repair solution provides the following key features:

- **Real-time configuration, service history, contract and warranty info.** Everything your agents, systems and customers need to know available in real time.
- **Real-time status of returns, repairs, replacements and shipments.** Know where products are at all times and know estimate arrival and completion dates.
- **Collaboration on estimates, approvals, discrepancies and customer questions.** Enable multi-channel communication between customers, agents, repair centers and partners. Turn a customer's trouble resolution into answers for future customers.
- **Customer portal for self-service status and communications.** Delight customers by empowering them with the information they need to fix their own problems, and at the same time cut costs by reducing agent workload.
- **Connect in-house and out-sourced service centers.** Share critical knowledge between internal and external service centers to enable faster problem resolution.
- **Simplify data entry with 'interview style' dialogue tool.** Oracle Policy Automation provides configurable 'interviews' with branching, error checking, and data pulled from EBS and Service Cloud to simplify transactions and data entry.

These features enable a best-in-class service organization to increase speed, efficiency and customer satisfaction.

Accelerators

Accelerators provide proven design patterns to help effectively leverage the Oracle Service Cloud + Depot Repair solution to meet each business's unique needs.

Accelerators will:

- **Decrease discovery and development time when building custom integrations.**
- **Enable a unified multi-channel desktop experience for contact center agents.**
- **Provide pre-built customer and agent-facing elements, user flows and test cases to assemble and demonstrate basic integrations.**

Accelerators allow customers and partners to confidently implement the Service Cloud + Depot solution with minimal risk and fast return on investment.

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CONTACT US
For more information about Depot Repair Information Discovery, visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.

Integrated Cloud Applications & Platform Services

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