

Oracle Service Cloud and Oracle e-Business Suite 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 e-Business Suite (EBS). EBS 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
- EBS 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.

EBS 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 EBS 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 EBS 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.

RELATED PRODUCTS

- Cross Channel Contact Center
- Web Customer Service
- Knowledge Management
- Policy Automation
- Field Service
- Oracle e-Business Suite

Multi-Channel Service

Single sign-on capabilities allows EBS 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 a form with the following fields:

- Subject ***: Wifi not working on laptop?
- Request Type ***: Break/Fix Repair
- Product**: EBS Product: Emory Notebook PC
- Serial Number**: 51234
- Question ***: G3 wifi is not working on my extra laptop. Can I get a replacement wifi card before my trip?

There is a 'Submit' button at the bottom of the form. On the right side, there is a 'Find Answers' search box 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 'Support History' 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 'Support History' and contains an 'Advanced Search' box. Below the search box, there are two tables:

My Incident

SR NUM	Reference #	Date Created	Subject	Status
48008	141128-000000	11/28/2014	Broken laptop's monitor	Unresolved

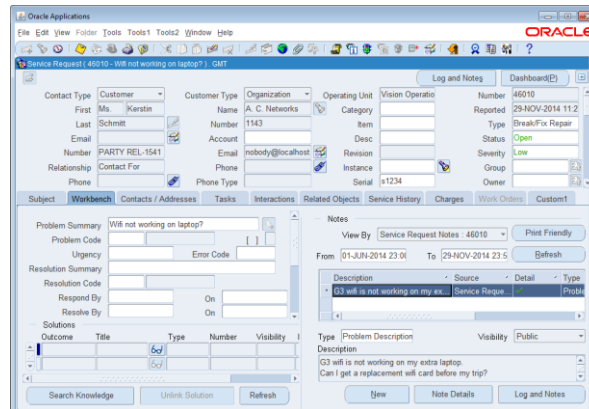
Service Request List

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	I want 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'.

Agent EBS Case Management

Agents in EBS have the ability to see service requests that were originally created using the multi-channel web customer service capabilities of the Oracle Service Cloud.



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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Hardware and Software, Engineered to Work Together

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