

Oracle Service Cloud Guided Assistance



Oracle Service Cloud Guided Assistance enables you to build guides that lead agents and customers through a series of questions and answers to direct them to the help and information they desire. These guides can be built with a single tool and used with Oracle Service Cloud Customer Portal to help customers or as part of the Oracle Service Cloud Dynamic Agent Desktop to assist agents.

KEY FEATURES

Help your customers help themselves

- Easy access for agents and customers
- Simple guide creation with WYSIWYG editor
- Fully configurable guides
- Fully configurable brand
- Reports detailing guides' effectiveness
- Internal and external guide deployment

KEY BENEFITS

- Embed guides wherever they're most helpful—on Web pages, in e-mail answers, and more
- Deliver guides on any device
- Provide consistent answers regardless of the channel the customer engages in
- Increase first call resolution
- Reduce agent training time

Guided Resolution

Oracle Service Cloud Guided Assistance provides guided resolution with step-by-step troubleshooting for agent and customers. Oracle Service Cloud Guided assistance enables you to embed guides wherever they're most helpful - on web pages, in e-mail responses, within Answers or within your agent desktop.

Simple Administration

Oracle Service Cloud Guided Assistance makes it simple and easy to create and deploy self-guided help. The same guides can be deployed both internally and externally, so you don't have to create multiple guides for each audience.

It also includes reports that can be used to track the usefulness of your guide, including external and internal usage as well as the effectiveness. With Guided Assistance, you can:

- Reduce on-going maintenance, with reusable content and the ability to link guides
- Embed rich content including multi-choice, free form, radio buttons, images and video
- Create questions, answers and branching logic quickly with the easy-to-use guide editor

Guided Assistant for Web

For organizations wishing to provide customers a self service way to diagnose issues, guides can be accessed via a link on Oracle Service Cloud Customer Portal or another web page. Oracle Service Cloud Guided Assistance guides can be embedded in answers and include links leveraged by chat and other communication channels. Guided Assistant can benefit your customers by providing diagnosing issues at the point of need; It can be positioned where customers need help—on a Web page or in a knowledgebase answer. Guides can be deployed in multiple locations across your website. Additionally guides can be delivered on a PC or any web-enabled mobile device with a modern JavaScript-enabled browser.

ORACLE SERVICE CLOUD EXPERIENCE

Oracle Service Cloud Guided Assistance is part of the market-leading the Oracle Service Cloud that 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 touch points - 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 includes Guided Assistance as well as these other products:

- Oracle Service Cloud Dynamic Agent Desktop
- Oracle Service Cloud Customer Portal
- Oracle Service Cloud Knowledge Management
- Oracle Service Cloud Chat

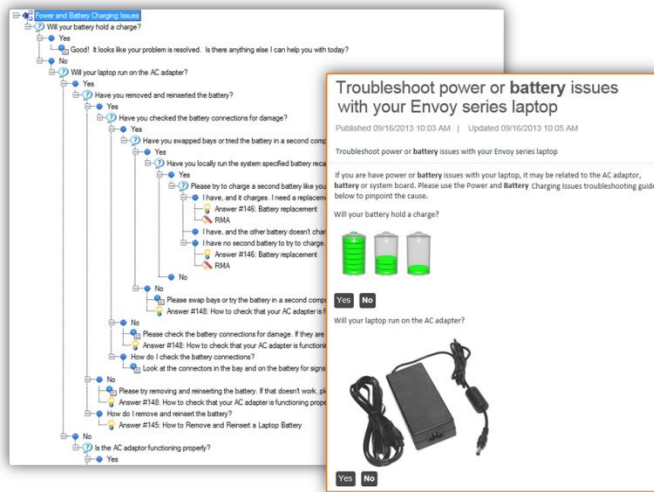


Figure 1. The customer-facing user interface of Oracle Service Cloud Guided Assistance can assist customers in finding the help they need.

Guided Assistant for Contact Center

Oracle Service Cloud Guided Assistance can be utilized by agents to service customers in every channel; via phone, chat, or e-mail or even social. Agents can include guides (which can be triggered by workspace rules) and related answers in chat and e-mail responses. With Oracle Service Cloud Dynamic Agent Desktop, it's easy for agents to find the most appropriate guide. More benefits of Oracle Service Cloud Guided Assistance include:





- Reducing agent training time: It is created to model the best practices of experienced agents thereby reducing training time
- Consistent and accurate resolutions: It delivers answer consistency and accuracy across your contact center.
- Reduce resolution time: It provides step-by-step help for agents handling complex issues or rapidly changing products, thereby reducing the time to resolve an issue.

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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