ORACLE
Advertising and CX

4 ways Oracle is the best at delivering intelligent service

In a digital world, customer service is the gateway to your brand and may be the only way customers interact with your company. Optimize your CX by delivering intelligent service that's proactive, contextual, and personalized across all channels in real time. Here are four ways Oracle Service helps you make every customer interaction count.

1. Comprehensive suite of service tools

Exceed customer expectations for proactive and context-driven service with Oracle's comprehensive suite of service tools spanning across engagement centers, digital customer service, field service, and knowledge and advice tools.

Pella built a new customer experience foundation on Oracle Service to deliver a seamless and efficient customer experience.

2. Next-generation UI

Oracle CX empowers service agents to truly focus on the customer with an intuitive agent desktop, advanced automation, advice, knowledge, and data—along with robust customer context for personalized, accurate service.

Radius Bank gained a holistic customer view, allowing staff to know their clients better and provide timely, personalized service.

3. Complete customer view

Use Oracle Service to give agents a unified view of customers by connecting all your business application data across service, commerce, loyalty, marketing, sales, finance, supply chain, and HR.

Exelon delivered consistent customer and agent experiences via a 360-degree customer view across front- and back-office.

4. Data and AI

Leveraging AI and data from every business application gives agents the information they need to consistently deliver personalized service experiences.

Razer leveraged automation to know exactly how to support a customer even before they reached out.

Learn more