

Intelligent Advisor

Advice and Decision Automation



Oracle Intelligent Advisor enables personalized, agile, advice and decision automation throughout the customer journey. Provide the right advice to each of your customers and empower your agents to deliver personalized service. With business users creating the powerful advice experiences, you can quickly adapt to changing customer expectations. Each path of the customer journey is tracked with detailed analytics for full transparency.

Self-Service Advice

- Empower customers to self-serve for simple and complex requests.

Advice Authoring

- Configure powerful advice experiences without a programming background or the involvement of IT.

Decision Services

- Easily automate decisions and complex calculations within service workflows and batch processes.

Agent Guidance

- Ensure agents provide consistent, personalized advice and decisions across all channels, in any language.

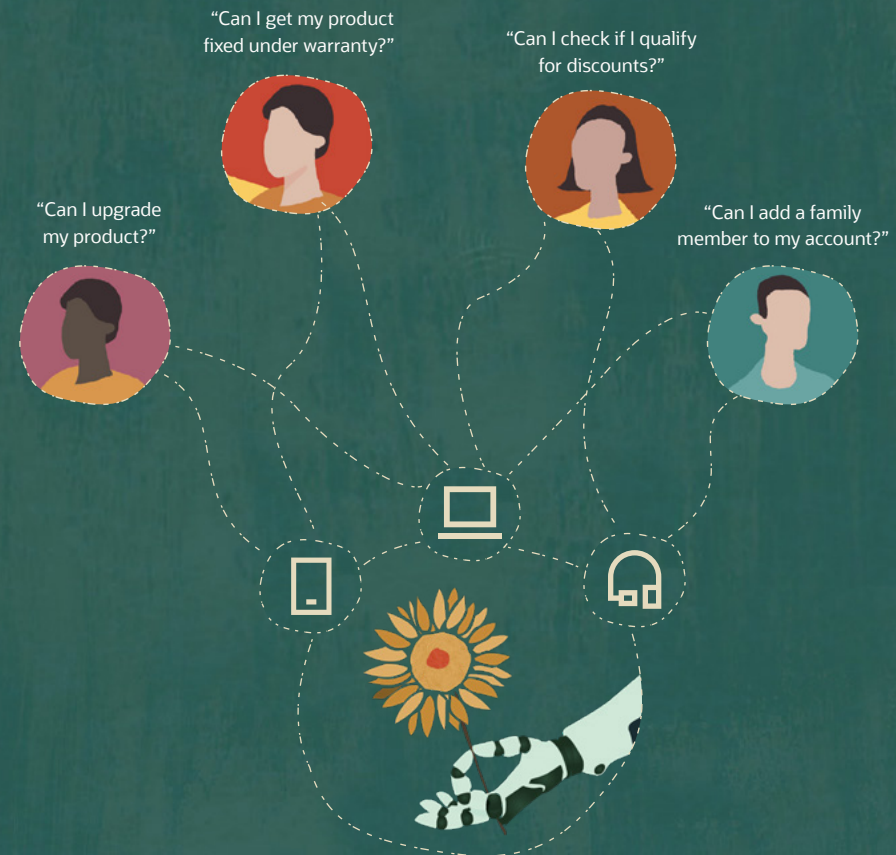
Advice Analytics

- Optimize experiences with channel interviews and decision analytics.

Decision Compliance

- Transparently record and explain advice given and decisions made.
- Ensure compliance and adhere to company policies.

How do you automate when customers expect advice as individual as they are?



Learn more about *Intelligent Advisor*



Where are you on your path to Service Maturity?

To help you exceed your goals and gain a competitive advantage in the experience economy, Oracle developed a comprehensive service maturity model based on collective experiences and best practices. Use this model to benchmark yourself against others in your industry.



Siloed Service

Resolve service requests

Business Value

- Deliver customer service across traditional channels

Capabilities

- Limited channel support
- Contact Center



Foundational Service

Drive service efficiencies and expand new interaction channels

Business Value

- Decrease agent turnover
- Decrease cost of service
- Improve average resolution time

Capabilities

- Incident management
- Knowledge base and search
- Responsive customer portal
- Service analytics
- Feedback management



Advanced Service

Leverage connected insights for strategic service

Business Value

- Increase efficiency
- Boost service insights
- Accelerate CSAT scores

Capabilities

- Contextual agent desktop
- Intelligent Advisor
- SMS and messaging
- Social channels
- Smart assistant
- Conversational interface and inlays
- BI dashboard and infolets
- Data visualization
- Experience routing



Beyond Service

Differentiate with predictive service and connected CX

Business Value

- Improve first call resolution
- Increase customer effort score
- Increase net promoter score

Capabilities

- Comprehensive customer profile
- Connected customer intelligence across marketing, sales, commerce, service, and loyalty
- CX Unity
- Machine learning / AI
- Video chat
- Augmented reality
- All messaging platforms
- IoT asset monitoring
- Embedded knowledge
- Subscriptions

Evaluate the current state of your service maturity live, with Oracle service architects. **Request** a complimentary Oracle Service Maturity Assessment.

