

# ORACLE iSUPPORT

## KEY FEATURES

### 24X7 PERSONALIZED SELF-SERVICE SUPPORT

- Multiple personalizable support sites to meet the needs of different customer segments
- Multi-lingual and single sign-on support
- Self-service and assisted support capabilities for different kinds of users—customers, employees, and prospects/ guests.
- Self-Service channel of ITIL V3 compatible Oracle E-Business Suite Service Solution for IT Helpdesks (PinkVerify™ certification by Pink Elephant)
- Personalizable home page content and layout
- Proactive and targeted notifications about special events such as product upgrades and recalls
- Real-time personalized cross-sell, up-sell recommendations
- Online Knowledge base and technical library
- Complete service request tracking
- Online real time access to transactions such as orders, shipments, invoices, payments, returns, contracts, repair orders, and products
- Peer-to-Peer Knowledge sharing through interactive forums
- Self-service user registration and delegated user management
- Web callbacks
- Remote support with Web Collaboration
- User feedback through Surveys

### MULTI-PARTY ACCESS

- Transact on behalf of one or multiple parties based on user access privileges
- Search service requests for multiple parties without changing party context

*Oracle® iSupport is a self-service application that allows service organizations to provide Web-based support for customers and employees. Oracle iSupport is a key component of the Oracle E-Business Service Suite, the integrated solution that drives profitable customer interactions.*

### Deliver Personalized Support While Lowering Service Costs

Whether customers need answers to the product questions at 3 A.M. or need to initiate a return, self-service Web support is the most direct path for them and the lowest-cost service channel for you. Oracle iSupport provides a secure, 24/7 Web portal for self-service support for different types of users—guests, customers, and employees. Customers can easily search the online knowledge base, or learn from other users through online forums. Personalized announcements on the home page keep them informed about the latest support news, upgrades, and recalls that apply to products they own. Self-service account management and returns are convenient for your customers and drive down your support costs. Contextual cross-sell and up-sell capabilities turn service interactions into revenue opportunities. Integration with Oracle TeleService makes it possible for an agent to step in and provides live assisted service. The result: higher customer satisfaction at a lower service cost.

**Figure 1: iSupport provides 24/7 personalized self-service for your customers and employees**

With Oracle iSupport you can:

- Drive service to low cost Web channel
- Deliver convenient, personalized service
- Turn service interactions into revenue opportunities

SERVICE REQUEST MANAGEMENT

- Report and track service requests online
- Complete service request history
- Configurable service request creation flows and service request interfaces based on business context
- Gather critical data using templates during creation
- Descriptive flex fields support to add custom request data fields without programming
- Support for attachments
- Optionally enforce unified knowledge base search prior to request submission
- Automatic assignment of service requests to the most qualified resource
- Automatic association of the best contract/ default service level agreement for requests created over the Web
- Support for Approval Management and Electronic Signature Capture during request fulfillment
- Rule-based automated notification of service request contacts and support personnel
- Suggestion of duplicates to an agent for service requests created over the Web

KNOWLEDGE MANAGEMENT

- Search and Browse knowledge base
- Search across multiple repositories with the Unified Search
- Leverages Oracle Secure Enterprise Search to search external knowledge bases
- Intelligent knowledge base improves as it learns based on usage and user feedback
- Right knowledge to the right user using knowledge security
- Multiple search options
- Downloadable documents attached as part of solutions
- Track which solutions are viewed by customers
- Simple knowledge authoring tools for process driven authoring of rich text solutions

**Drive Service to Low Cost Web Channel**

Oracle iSupport reduces service costs by allowing customers to solve most of their problems over the Web rather than through costly agent service.

**Online Knowledge Base Resolves Most Issues Without Agent Assistance**

Every problem solved online is one less expensive call or email to support staff. Oracle iSupport allows users to easily search or browse the online knowledge base for solutions to common problems, frequently asked questions, and up-to-date documentation based on their knowledge access privileges. Integration with Oracle Secure Enterprise Search allows support organizations to search and present the knowledge stored across multiple knowledge bases to the users. The knowledge base automatically learns from experience which solutions are useful to users in solving particular problems.

**Self-Service Status Tracking Reduces Phone Calls And Emails**

Even when customers initiate service requests with a phone call, your organization can still save money by making sure the customer doesn't need to make a second call to check status. Oracle iSupport's self-service tracking eliminates a large share of follow-up calls by letting customers check their transactions such as orders, invoices, payments, shipments, returns, repairs and service agreements online 24/7.

**Intelligent Service Request Management Helps Resolve Issues Faster**

When there is no substitute for live agent support, Oracle iSupport helps your agents provide the best support in the least agent time. Complete service request management lets customers submit service requests, manage open requests, and view agent-recommended solutions online. Configurable intelligent request capture provides context-driven creation flows and forms that capture all information appropriate to each type of problem. The system asks different questions based on the requested service type, problem type, product, and urgency.

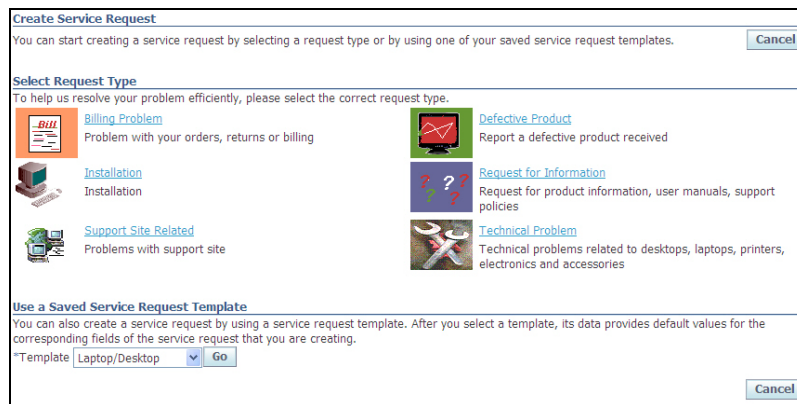


Figure 2: Intelligent request capture and management helps agents resolve issues faster

**Deliver Convenient, Personalized Service**

Oracle iSupport helps you meet ever-increasing customer expectations by providing a superior, personalized customer experience.

## TECHNICAL LIBRARY

- Search and browse selected documentation based on security

## INTERACTIVE ONLINE

## FORUMS

- Peer to Peer Knowledge sharing through interactive forums
- User group driven access to forums
- Forum Moderators

## TRANSACTIONAL INQUIRIES

- Track orders, invoices, payments, shipments, returns, contracts, repair orders, and service requests.
- Manage purchased products and configurations; Product Registration
- Report product usage information to maintain accuracy

## RETURNS

- Self-service Returns
- Comprehensive single order / multiple orders returns flows

## UP-SELL AND CROSS-SELL

- Real-time personalized cross-sell, up-sell recommendations

## MONITOR USER

## SATISFACTION

- Enhance customer satisfaction and optimize service operations by getting feedback from users by using online surveys

## WEB CALL BACK REQUESTS

- Live support through Web callback requests

## SELF-REGISTRATION AND DELEGATED SELF-SERVICE USER MANAGEMENT

- Configurable self-service user registration flows
- Self-service password retrieval
- Delegated self-service account creation, approval and access security setup
- Delegated self-administration allows the customers to manage their own users

**Complete 24/7 Service Channel Lets Customers Solve Problems At Any Time**

Recent market research suggests that many customers prefer to go online for support—if they receive the same quality service they get from an agent. Oracle iSupport ensures they do by making the same full range of support resources that are available from agents available online 24/7. Since you can expose to customers the same information that is available to live agents, customers can get the same quality of answers online that they do from live support. The system even gives you the option of linking Web support to live agents, so that users know help is at hand if they get stuck.

**Personalized User Home Page Presents The Most Relevant Information**

Customers are most comfortable when they can see the information they care about without navigating through too many choices. The ability to personalize Oracle iSupport's home page lets users choose their preferred content and layout. Targeted announcements on the home page inform users about product upgrades and recalls without a site search. For example, customers who own printers can receive a special offer on replacement ink cartridges.

**History Access Gives Customers 360-Degree View Of All Their Interactions**

A 360-degree view of all customer interactions can be as useful to the customer as it is to you. Oracle iSupport enables you to give customers access to all of their interactions with the support organization related to the service requests they reported. Beyond support history, the system works seamlessly within Oracle E-Business Suite for an enterprise-wide view. Customers can go online to see summaries and details of all of their transactions across enterprise. These include orders, invoices, payments, shipments, returns, repair orders, service agreements, and details of the products they own.

**Turn Service Interactions into Revenue Opportunities**

Oracle iSupport lets you take full advantage of service interactions to grow customer revenue and loyalty.

**Context-Driven Targeted Offers Drive Revenue During Service Process**

In many service interactions, an additional purchase is part of the solution. Oracle iSupport exploits this window of opportunity with contextual real-time cross-sell and up-sell recommendations. Prompting customers with relevant offers while answering the question asked or addressing the issue raised can increase both revenue and share of customer wallet<sup>1</sup>. Working seamlessly with business rules, segments, and offers from Oracle Marketing, Oracle iSupport dynamically displays personalized selling recommendations to customers. With Oracle iSupport, you can not only satisfy your customers but also grow their value.

**Web-Store Integration Converts Offers Into Sales**

When a service interaction makes customers aware of a new purchase need, you must make it easy and natural for them to follow through. Oracle iSupport shares a common Web framework with Oracle iStore to make it easy to go from self-service support to purchase. Clicking an offer on the support page takes customers to that product in iStore. Customers have a seamless experience from support to offer to checkout.

<sup>1</sup> The Forrester Wave™: eService, Q1 2005 by John Ragsdale

**KEY BENEFITS**

ORACLE iSUPPORT  
DELIVERS THE  
FOLLOWING BENEFITS:

- Deliver personalized and convenient 24/7 support
- Drive service to low cost web channel using knowledge management tools
- Web-Store integration converts offers into sales

**RELATED PRODUCTS**

- Oracle TeleService
- Oracle iStore
- Oracle Marketing
- Oracle Scripting
- Oracle Email Center
- Oracle Field Service
- Oracle Depot Repair
- Oracle Secure Enterprise Search
- Oracle Collaboration Suite

**RELATED SERVICES**

The following services are available from Oracle Support Services:

- E-Business Suite Accelerators
- Oracle Application Solution Centers
- Oracle University
- Oracle Consulting

**Personalized Segment-Based Self-Service Portals Target Different Customer Segments**

Different types of customers have different needs. With Oracle iSupport's multi-site framework, service organizations can deploy multiple support sites for different customer types within a single Oracle iSupport instance. The sites can be organized by customer segment, product line, geography or any other set of criteria. Sites can differ in content, appearance, and even language. Oracle iSupport enables service organizations to provide a comprehensive Web presence that is appropriate to guests, customers, and partners served by them.

**Oracle E-Business Suite – The Complete Solution**

Oracle E-Business Suite enables organizations to efficiently manage customer processes, ship orders, collect payments, and more – all from applications that are built on unified information architecture. This information architecture provides a single definition of your customers, services, employees and products – all aspects of your business. Whether you implement one module or the entire Suite, Oracle E-business Suite enables you to share unified information across the enterprise so you can make smarter decisions with better information.



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

Copyright © 2009, Oracle and/or its affiliates. All rights reserved.

This document is provided for information purposes only and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle is a registered trademark of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners. 0109