

ORACLE

Intelligent Advisor in Any Industry

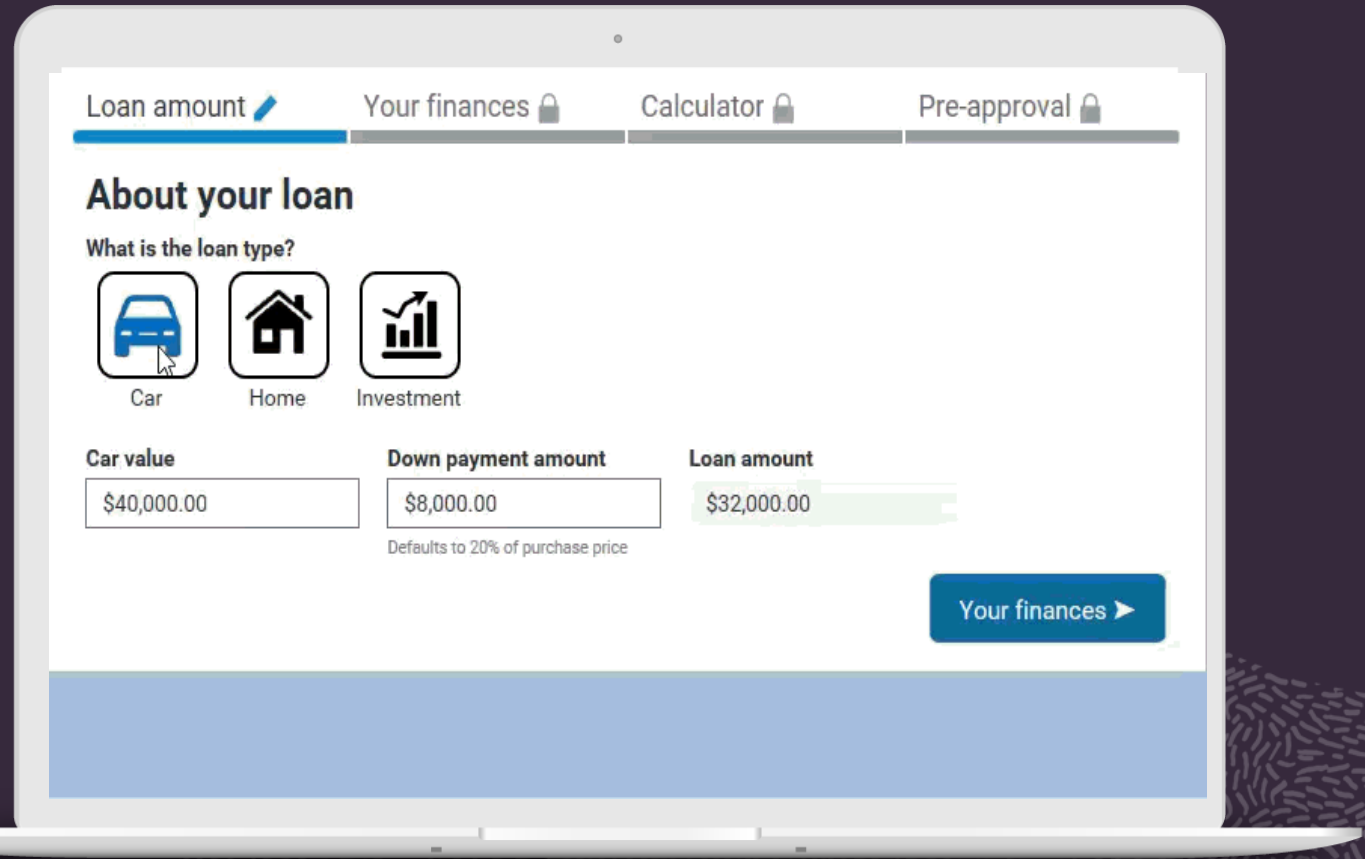
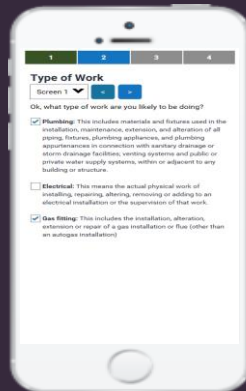
Deliver advice and automate decisions with Intelligent Advisor

- Personalized Service
- Agile Management
- Consistency and Transparency



Deliver Personalized Experiences

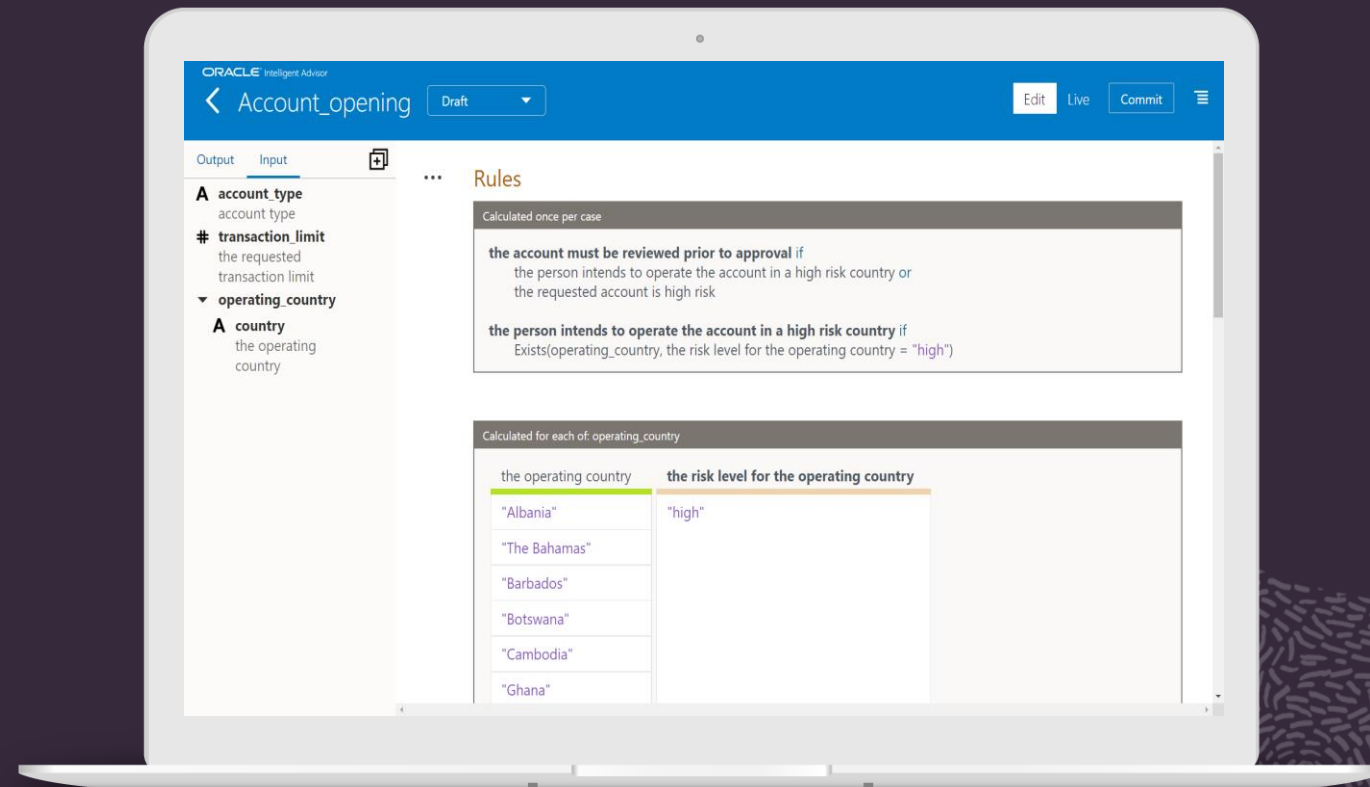
Tailor customer experiences with contextualized, personalized advice using rich intelligent online forms, known as interviews.



Provide Agile Management

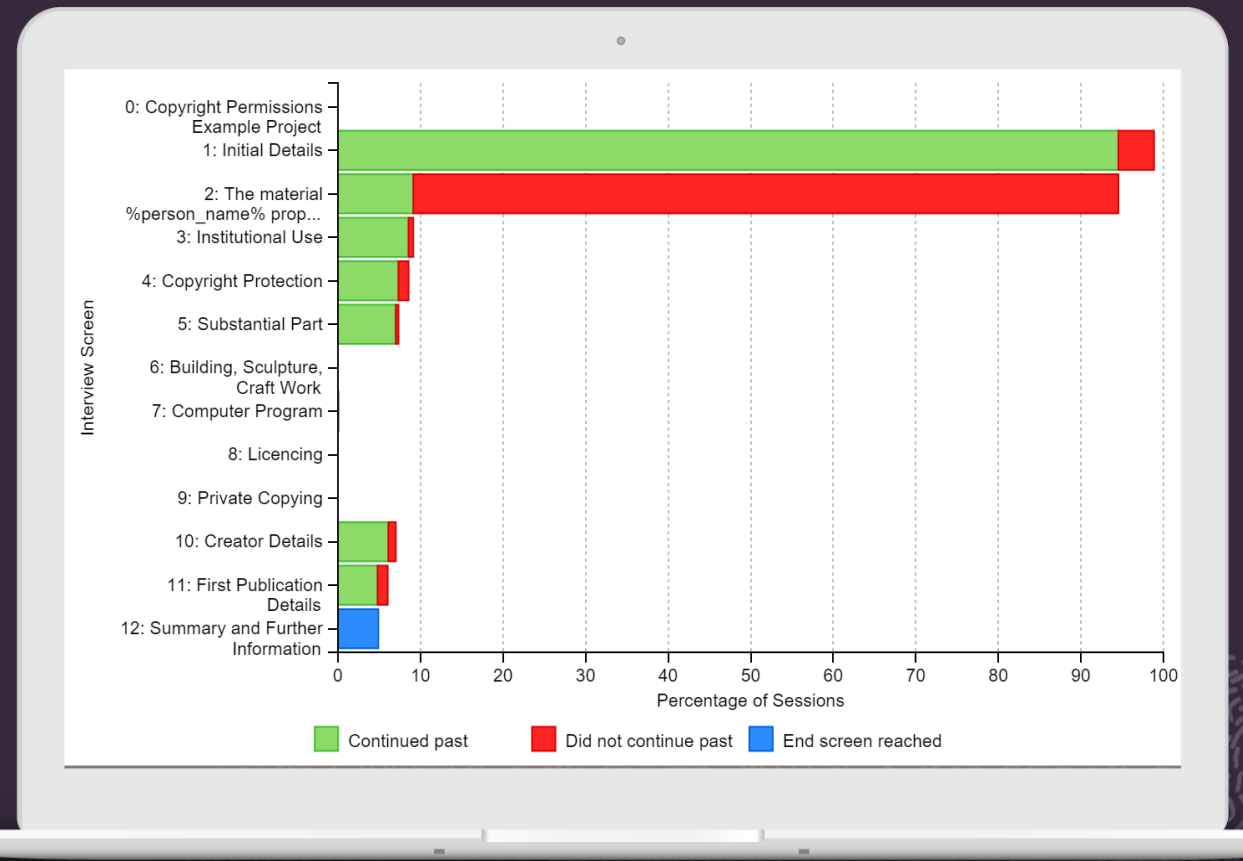
Empower business users to configure rules and design user interface.

Enable staff to easily manage deployments and integrations.



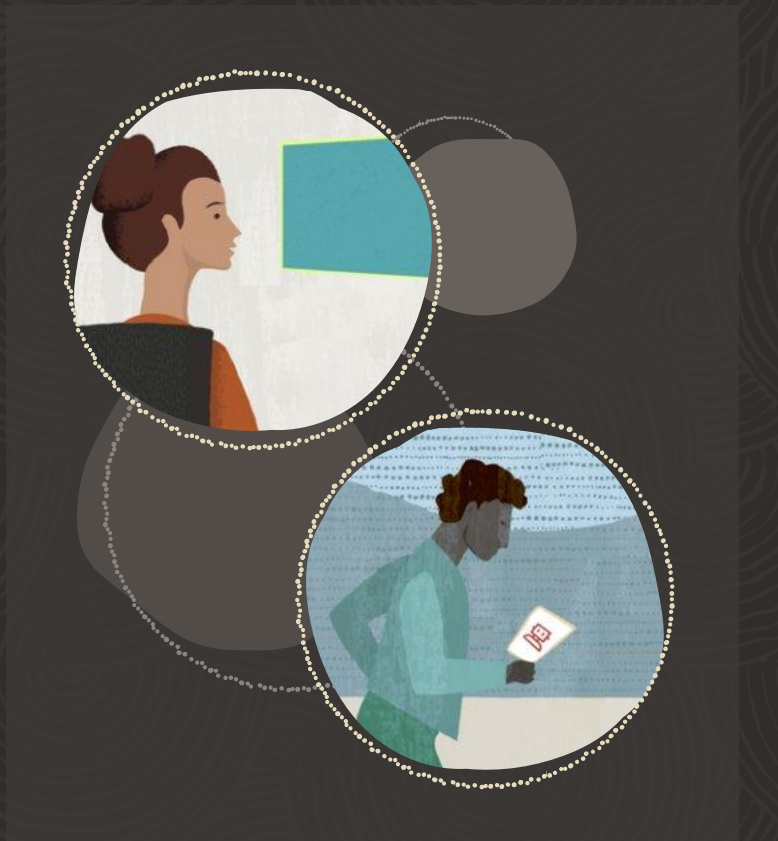
Increase Consistency and Transparency

Get detailed explanations for automated decisions. Discover insights into the customer journey with accurate, reliable analytics and reports.



How do companies leverage Intelligent Advisor?

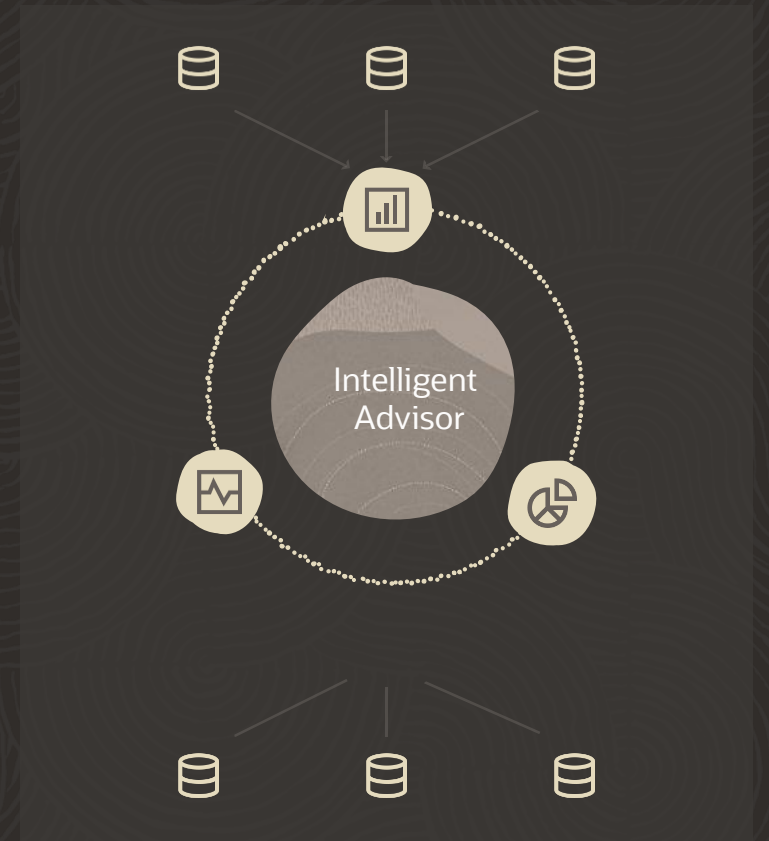
Customer Facing



Employee Facing



Headless/batch assessments



Intelligent Advisor

Self-Service Advice

Empower customers to self-serve for simple and complex requests

Agent/HR Guidance

Ensure agents/HR reps provide consistent personalized advice and decisions, across all channels in any language

Advice Authoring

Configure powerful advice experiences, without a programming background.

Advice Analytics

Optimize experiences by channel interview and decision analytics.

Decision Services

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

Decision Compliance

Transparently record and explain advice given and decisions made ensuring compliance with company policies

Examples by Industry

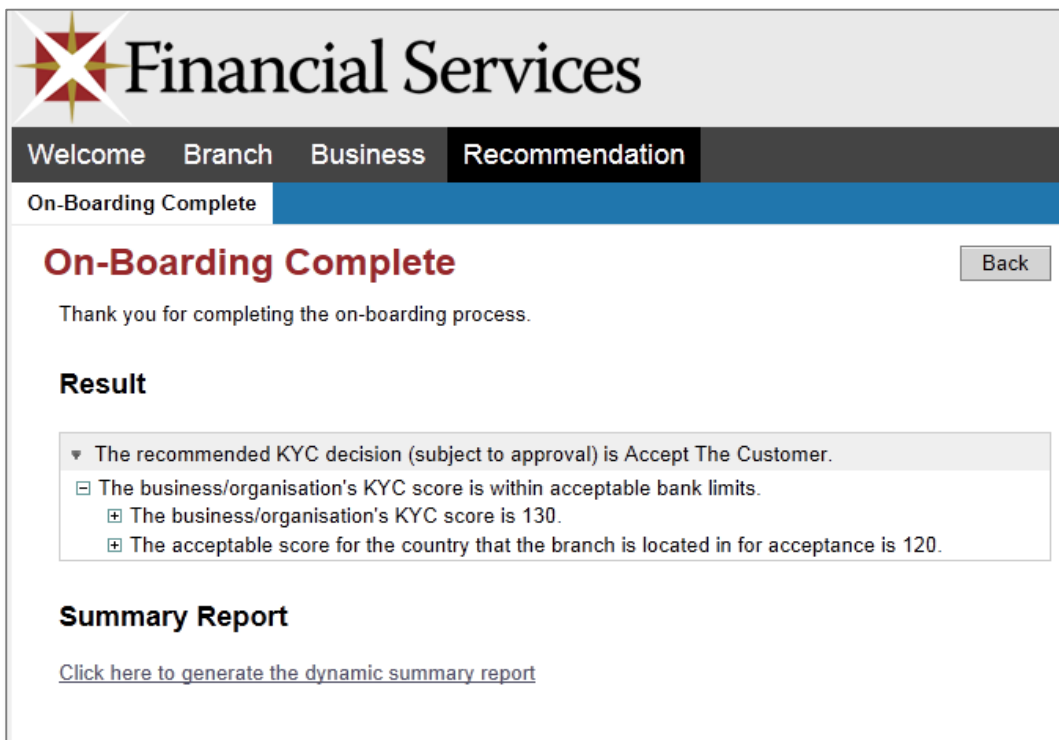
Intelligent Advisor in Financial Services



Use Intelligent Advisor for:

- Self-service Applications and Online Forms
- Insurance Quoting, Underwriting and Claims Adjudication
- Loan Origination and Pre-authorization
- Needs Analysis
- Regulatory Compliance

Example: Financial Services – Customer On-Boarding Dynamic, Personalized and Compliant



The screenshot shows a web interface for 'Financial Services'. The navigation bar includes 'Welcome', 'Branch', 'Business', and 'Recommendation'. A blue banner at the top of the main content area reads 'On-Boarding Complete'. Below this, the heading 'On-Boarding Complete' is displayed in red, with a 'Back' button to its right. A message says 'Thank you for completing the on-boarding process.' The 'Result' section contains a dropdown menu with the text 'The recommended KYC decision (subject to approval) is Accept The Customer.' Below the dropdown are three expandable items: 'The business/organisation's KYC score is within acceptable bank limits.', 'The business/organisation's KYC score is 130.', and 'The acceptable score for the country that the branch is located in for acceptance is 120.' A 'Summary Report' section at the bottom includes a link: 'Click here to generate the dynamic summary report'.




Intelligent Advisor enables financial services companies to streamline on-boarding:

Ensure Know Your Customer (KYC) and Foreign Account Tax Compliance Act (FATCA) obligations are met across jurisdictions

Generate a complete set of unique and personalized pre-filled application forms, product disclosure statements and brochures




Intelligently capture customer information once across all products and services being established

Example: Financial Services – Needs Analysis Offer Real-Time Quotation

Choose Your Loan  | Online Pre-Approval  | Next Steps 

About Your Loan

Loan type

Purchase price:

Down payment:
Defaults to 20% of purchase price

Loan amount:

Screen 1 

> Next: Loan Options

Intelligent Advisor enables financial services to rapidly deploy personalized interviews that:

Recommend products based on the customer's needs and circumstances

Generate advice letters including information on products and pre-filled application forms

Recommend product bundling based on the customer's existing products and financial goals

Determine eligibility for new or modified products

Ensure recommendations comply with corporate and regulatory policies



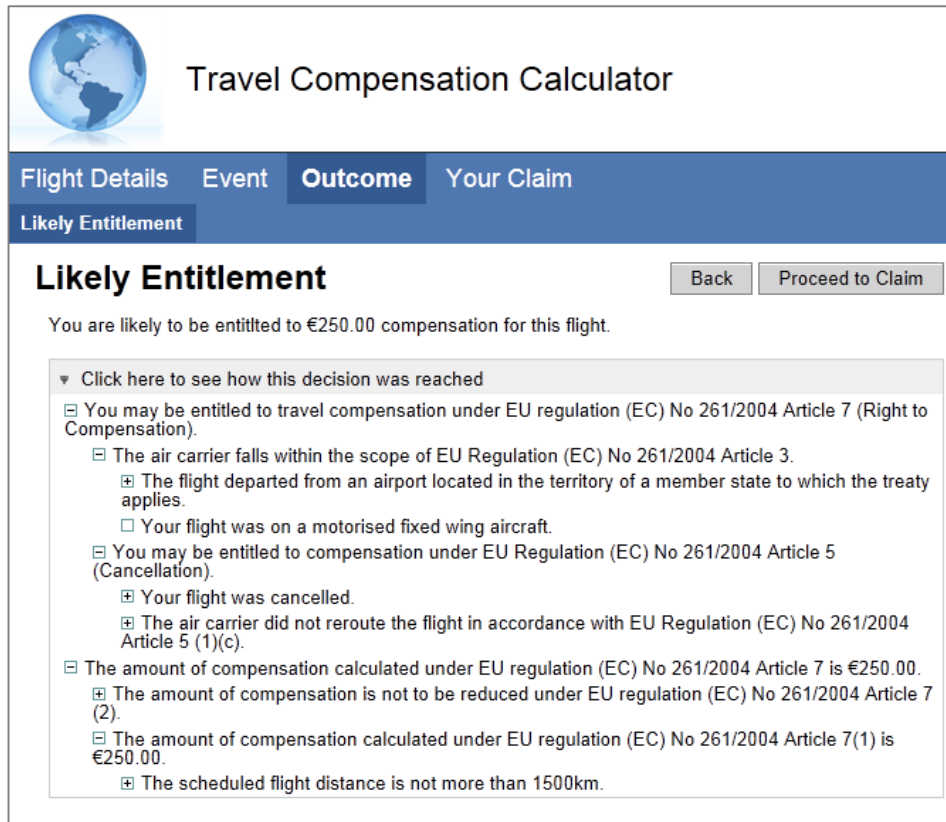
Intelligent Advisor in Insurance



Use Intelligent Advisor for:

- Underwriting
- New business
- Automated claim adjudication
- Complex calculations, rating, settlements and payouts
- Fraud detection
- Subrogation alerts
- Regulatory compliance

Example: Insurance – Claims Processing Traceability and Transparency



The screenshot displays a web application titled "Travel Compensation Calculator". It features a navigation menu with tabs for "Flight Details", "Event", "Outcome", and "Your Claim". The "Outcome" tab is selected, and a sub-tab "Likely Entitlement" is active. The main content area shows a message: "You are likely to be entitled to €250.00 compensation for this flight." Below this, there are two buttons: "Back" and "Proceed to Claim". A dropdown menu is open, showing a list of reasons for entitlement, each with a checkbox indicating its status. The reasons include: "You may be entitled to travel compensation under EU regulation (EC) No 261/2004 Article 7 (Right to Compensation)", "The air carrier falls within the scope of EU Regulation (EC) No 261/2004 Article 3.", "The flight departed from an airport located in the territory of a member state to which the treaty applies.", "Your flight was on a motorised fixed wing aircraft.", "You may be entitled to compensation under EU Regulation (EC) No 261/2004 Article 5 (Cancellation).", "Your flight was cancelled.", "The air carrier did not reroute the flight in accordance with EU Regulation (EC) No 261/2004 Article 5 (1)(c).", "The amount of compensation calculated under EU regulation (EC) No 261/2004 Article 7 is €250.00.", "The amount of compensation is not to be reduced under EU regulation (EC) No 261/2004 Article 7 (2).", "The amount of compensation calculated under EU regulation (EC) No 261/2004 Article 7(1) is €250.00.", and "The scheduled flight distance is not more than 1500km."

Intelligent Advisor enables insurance companies to speed up claims processing:

Easily gather initial claim information with mobile agents, even when no network connection is available

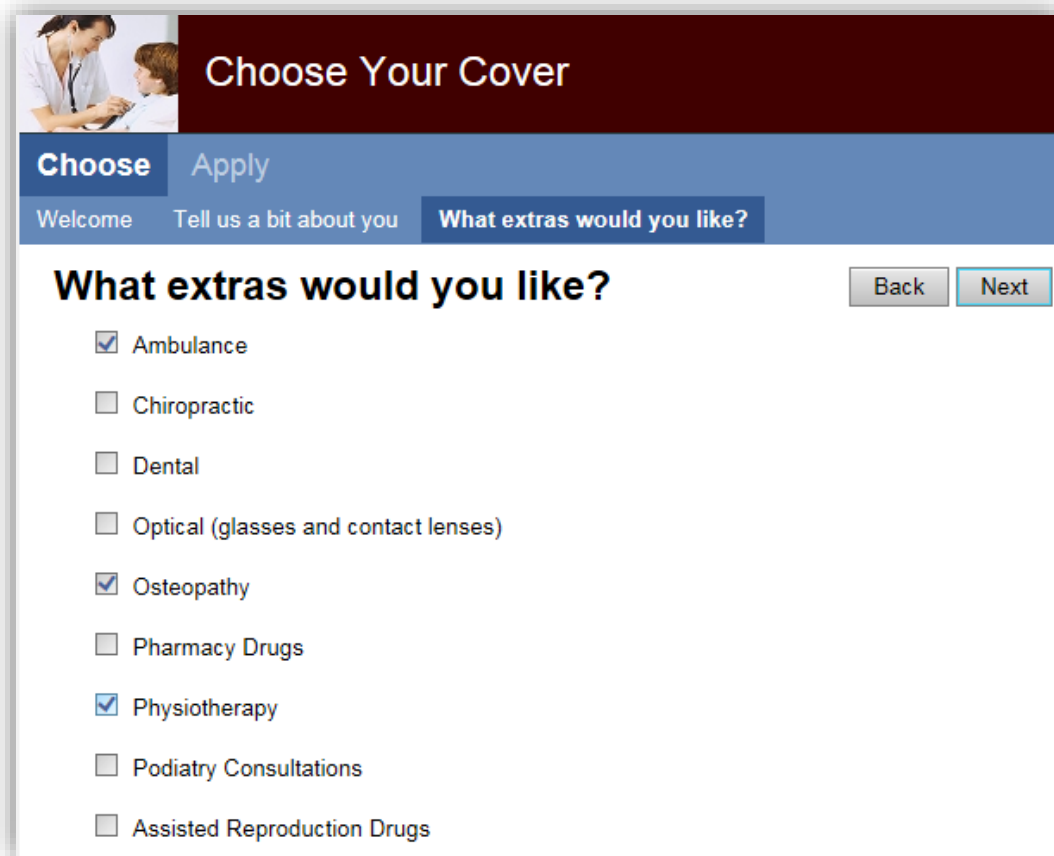
Allow claims adjusters to quickly determine the type and severity of the claim at first notice of loss (FNOL)

Accurately process claims for policies with terms and conditions that change over time

Automate decision making for even the most complex claims

Reduce payments by assessing claims more accurately to ensure only the required pay out is made

Example: Insurance – Needs Analysis Offer Real-Time Quotation



The screenshot shows a web interface for an insurance needs analysis. At the top, there is a dark red header with the text 'Choose Your Cover' and a small image of a doctor and a patient. Below the header is a blue navigation bar with two tabs: 'Choose' (active) and 'Apply'. Underneath the navigation bar is a breadcrumb trail: 'Welcome' > 'Tell us a bit about you' > 'What extras would you like?'. The main content area is titled 'What extras would you like?' and contains a list of checkboxes for various insurance extras. The 'Back' and 'Next' buttons are located at the top right of the list.

Choose Your Cover

Choose Apply

Welcome Tell us a bit about you **What extras would you like?**

What extras would you like? Back Next

- Ambulance
- Chiropractic
- Dental
- Optical (glasses and contact lenses)
- Osteopathy
- Pharmacy Drugs
- Physiotherapy
- Podiatry Consultations
- Assisted Reproduction Drugs

Intelligent Advisor enables insurance companies to rapidly deploy personalized interviews that:

Recommend products based on the customer's needs and circumstances

Generate advice letters including information on products and pre-filled application forms

Recommend product bundling based on the customer's existing products and financial goals

Determine eligibility for new or modified products

Ensure recommendations comply with corporate and regulatory policies

Intelligent Advisor in Government



Use Intelligent Advisor for:

- Central Government
- Eligibility, calculations
- Citizen Self-Service
- Cross Channel Consistency
- Grants
- Visas
- Justice and Public Safety
- Taxation/Revenue Management
- Compliance
- HCM

Example: Government – Benefit Eligibility Agile Personalized Citizen Service

The screenshot shows the 'myBenefits' website interface. The top navigation bar includes 'Start', 'Family', 'Income', 'Expenses', 'Medical', 'Outcome', and 'Apply'. The 'Summary' tab is selected. The main content area is titled 'Summary' and contains two sections: 'Supplemental Nutrition Assistance Program' and 'Temporary Assistance for Needy Families'. Each section displays eligibility information and estimated benefit amounts, along with a link for more information.

myBenefits

Start Family Income Expenses Medical Outcome Apply

Summary

Summary

Back Next

Supplemental Nutrition Assistance Program

- ▶ The household may be eligible for SNAP.
- ▶ The household's estimated monthly allotment for SNAP is \$336.00.

Note that some people are not able to get Supplemental Nutrition Assistance Program benefits, including some people on strike, some immigrants without papers, and some college students. In most cases, their children and other people in the home may still be able to get benefits.

[Click here for more information about Supplemental Nutrition Assistance Program](#)

Temporary Assistance for Needy Families

- ▶ The household may be eligible for TANF.
- ▶ The household's estimated monthly benefit amount for TANF is \$213.50.

[Click here for more information about Temporary Assistance for Needy Families](#)

Intelligent Advisor enables government departments to:

Provide customers self service screening for government assistance and benefits

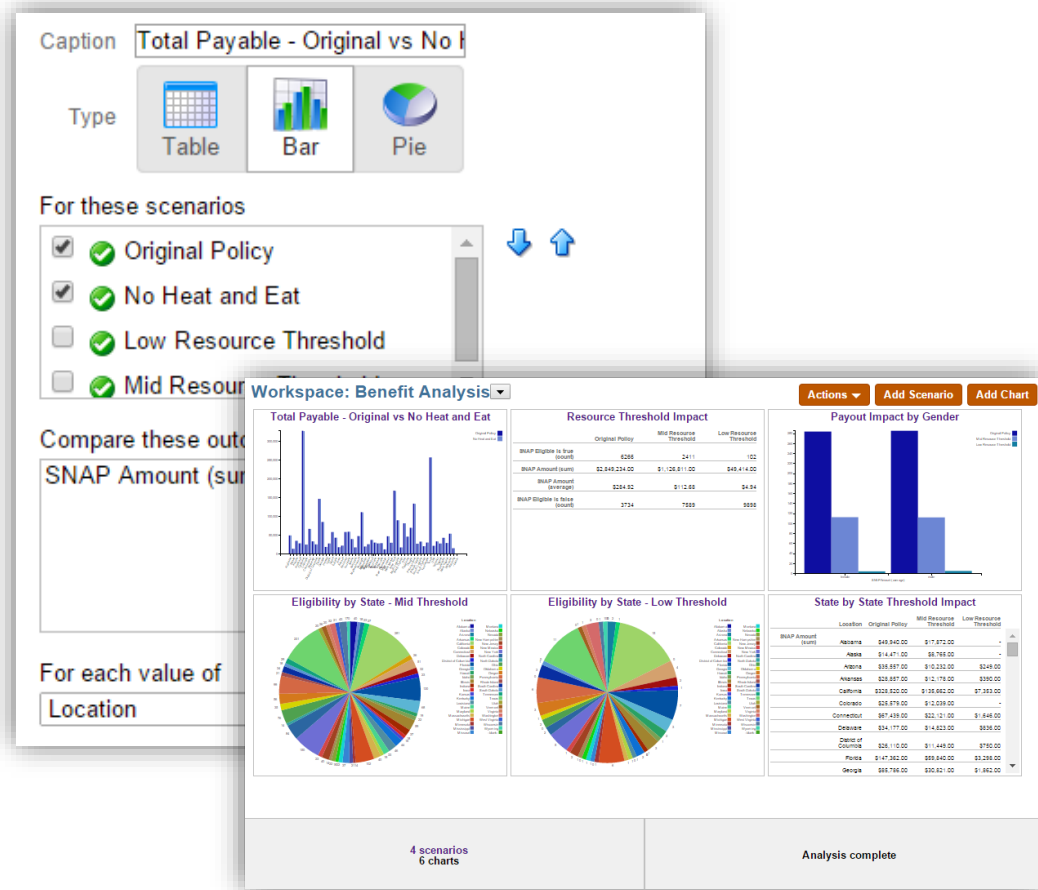
Enable online application for benefits ensuring all relevant information is captured

Periodically re-determine eligibility as rules and policies change

Improve fairness by following consistent procedures and explaining every decision

Example: Government – Benefit Calculations

Fast, accurate entitlements



Intelligent Advice empowers government departments to:

Reduce appeals

Start paying recipients in urgent need sooner

Improve accuracy, consistency and transparency

Easily recalculate all recipient benefits as rules and policies change

Predict impact on total payment of proposed policy changes

Intelligent Advisor in Retail



Use Intelligent Advisor for:

- Sales and bonus calculations
- Pricing rules
- Loyalty programs
- Coupon allocation
- Shipping, import duties
- Product matching
- Self-service customer enquiries

Example Retail: Loyalty Management Innovative and Personalized

Promotions

- **BirthDay Promotions:** For any shopping in the month of birthday of the member, members get Discount Voucher for amount value of 2.5% of the amount spent by the member in last calendar year (1
- **Organic Month:** ABC of Taste celebrates January as r customer purchases 3 separate organic items in sing 20% off on next purchase. The offer can be available the month
- **Go Green:** If the member uses a jute bag brought fro in the order, the member gets 10% extra points.
- **April Fest:** All the members making a purchase in the invited to enroll into April Fest promotion. Total shop members is calculated at the end of the month and r follows:
 - \$0 to \$50 = No bonus
 - \$50-\$100 = 1 point per dollar

Organic Month

the Organic Month discount to be applied to the order = 0.2
for at least one of the previous orders, the previous order qualifies the member for an Organic Month discount

the previous order qualifies the member for an Organic Month discount
The previous order is the most recent previous order and
The previous order contains at least 3 separate organic items

Rules

- Membership Tiers
 - Tier Calculations.docx
- Points
 - Earning Points.docx
 - Redemption Rules.docx
- Promotions
 - April Fest.docx
 - Birthday Promotion.docx
 - Go Green.docx
 - Organic Month.docx
 - Wednesday Shoppers.docx
- System Rules

Intelligent Advisor enables retail companies to offer enhanced loyalty programs by:

Easily developing tailored tier systems to reward initial loyalty and encourage more purchases

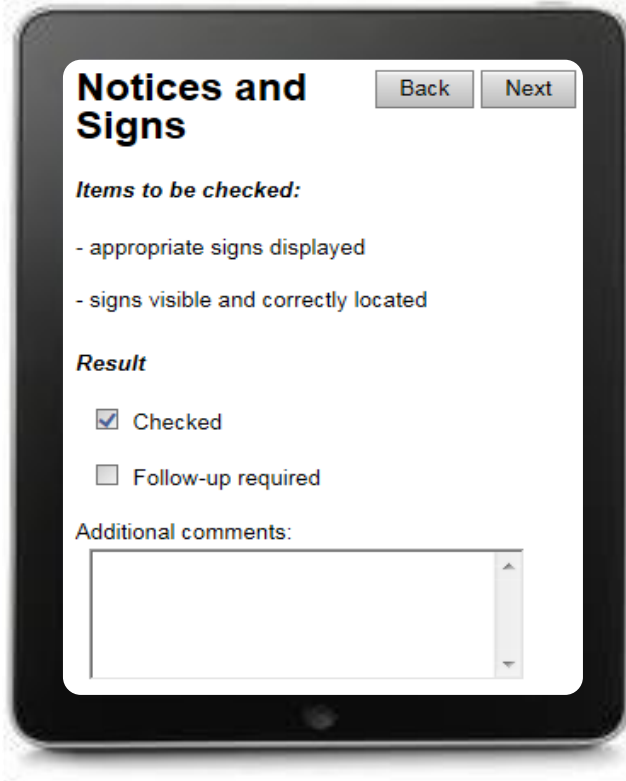
Quickly identifying and rewarding repeat customers

Creating and easily applying promotional coupons and discount codes to connect with members in a more personalized way

Helping solve the problem of members forgetting about their points, reducing the time between purchase and gratification



Example Retail – In Store Display Assessments Best Practices and Compliance



The image shows a tablet screen with a form titled "Notices and Signs". At the top right of the form are "Back" and "Next" buttons. The form content includes:

- Notices and Signs** (Title)
- Items to be checked:**
 - appropriate signs displayed
 - signs visible and correctly located
- Result**
 - Checked
 - Follow-up required
- Additional comments:** (Text input field)

Intelligent Advisor enables retail companies to ensure compliance for in-store display and other POS by:

Validating best practices are being followed

Ensuring compliance with merchandising standards by quickly making decisions with regard to merchandise for display

Identifying relevant supplier constraints and recommendations

Making certain that in-store displays are constructed and located to ensure customer and staff safety

Integrating with promotion and customer loyalty programs

Intelligent Advisor in Higher Education



Use Intelligent Advisor for:

- Degree or program eligibility
- Fees, enrolment
- Language requirements
- Credit transfers
- Scholarships and grants
- Graduation requirements
- Academic advising
- Academic promotion

Example: Education Student Intake Agile Self-Service

Intelligent Advisor enables educational institutions to provide responsive, up-to-date self-service to students by:

Matching courses to a student's area of interest

Determining whether they are eligible for a course, including applying for recognition of prior learning

Applying any foreign language requirements

Identifying the appropriate documentation, the student needs to provide

Directing the student towards further information and services appropriate to their circumstances

Example: Education – Student Services Identify and Respond to Student Needs



Intelligent Advisor enables educational institutions to respond to student needs by:

- Proactively identifying services that might be appropriate for a student
- Placing students in the most appropriate service or accommodation for their circumstances
- Streamlining application processes
- Providing 24/7 self-service answers to common student queries
- Adapting as student needs or policies change

Intelligent Advisor in Healthcare



Use Intelligent Advisor for:

- Self-service health advice
- Co Pay calculations
- Memberships
- Patient and staff safety management
- Equipment maintenance/repair
- Regulatory compliance, standards and alerts
- Compliance checking of outsourced services
- What-if government incentive and rebate target calculations

Example: Healthcare – Self-Service Health Advice

Personalized and Transparent

The image displays two overlapping screenshots of a healthcare self-service interface. The top screenshot shows a 'Symptoms' selection screen with a list of eye-related symptoms. The bottom screenshot shows an 'Advice' screen with a diagnosis of 'Blepharospasm' and instructions on what to do.

Symptoms Selection Screen:

- Area of Concern: Symptoms
- What are your symptoms (check all that apply)
- itchy eyes
- burning eyes
- redness in the eye
- redness in the inner eyelid
- eye floaters (or partially obscured vision)
- green, white or yellow discharge
- increased sensitivity to light
- eye twitching
- tired eyes
- headache behind the eyes
- blurry vision

Advice Screen:

- Area of Concern: Advice
- Relevant Conditions**
- Blepharospasm**
- Blepharospasm is an involuntary contraction or twitching of the eyelid or surrounding eye muscles. The cause is unknown but is usually related to stress or fatigue.
- Click [here](#) for more information on Blepharospasm.
- What to do?**
- Please rest your eyes and seek medical assistance if symptoms persist.
- Please continue if you would like help with your treatment options or to speak to someone about these symptoms.**

Intelligent Advisor enables healthcare companies to personalize the self-service advice experience by:

Offering dynamic personalized questionnaires based on answers received

Ensuring high-risk issues are consistently identified and managed appropriately

Directing the consumer to the most appropriate level of medical help

Providing a preliminary diagnosis or health management plan

Ensuring consistency of advice across all channels

Example: Healthcare – Co-Payment calculation Accurate and Consistent

Physician visit

When your copayment is 10% of the eligible charge for services from a participating physician and 30% for services from a nonparticipating physician:

You have a cold and go to a [participating physician](#) to have it checked out.

- The physician's bill or actual charge is \$100.
- HMSA's eligible charge is \$80.
- Your copayment is \$8 (10% of \$80).

If you went to a [nonparticipating physician](#), your copayment would be 30% of the eligible charge and 70% of the actual charge at the time of service.

- The physician's bill or actual charge is \$124.50.
- HMSA's eligible charge is \$80.
- HMSA will reimburse you \$56 (70% of \$80).
- Your total out-of-pocket cost is \$54.78.

Physician	Physician Actual Charge
Participating	\$100
Nonparticipating	\$124.50

Claim Details **Result**

Co-Payment Summary

Co-Payment Summary

[Back](#)

Your physician's bill is \$124.50

Your eligible charge is \$99.60

You will be reimbursed \$69.72

Your out-of-pocket cost is \$54.78

[▶ Click here to see how this was calculated](#)

Intelligent Advisor enables healthcare companies to speed up co-payment processing by:

Automating decision making for even the most complex co-payment claims

Reducing payments by assessing claims more accurately to ensure only the required pay out is made

Providing detailed reasoning for every decision

Accurately processing co-payments for policies with terms and conditions that change over time

Analysing effects of policy change

Intelligent Advisor in High Technology



Use Intelligent Advisor for:

- Opportunity and deal management
- Account / opportunity segmentation
- Complex approvals
- Customer advocacy policies
- Multinational customer management
- Service / warranty entitlement
- Contract consolidations / co-terminations / compliance
- Joint venture contract considerations for royalty distribution / cost allocations

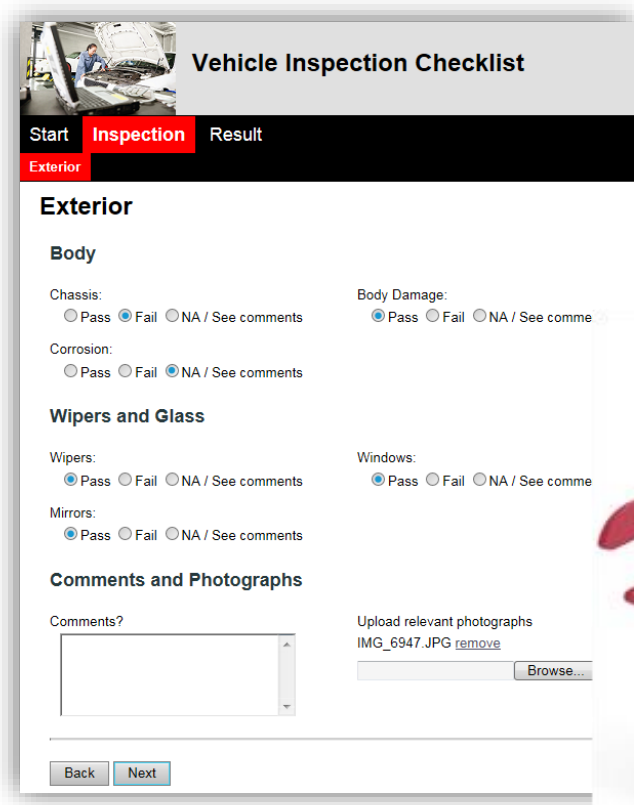
Intelligent Advisor in Automotive



Use Intelligent Advisor for:

- Incentive / bonus calculations
- Fleet management
- Warranty management
- Spare parts management
- Billing and claims processing
- Roadside assistance

Example: Automotive – Warranty Consistent and Personalized Service On-Site



Vehicle Inspection Checklist

Start **Inspection** Result

Exterior

Exterior

Body

Chassis: Pass Fail NA / See comments

Body Damage: Pass Fail NA / See comments

Corrosion: Pass Fail NA / See comments

Wipers and Glass

Wipers: Pass Fail NA / See comments

Windows: Pass Fail NA / See comments

Mirrors: Pass Fail NA / See comments

Comments and Photographs

Comments?

Upload relevant photographs

IMG_6947.JPG [remove](#)



Intelligent Advisor enables automotive companies to provide personal, fast customer service through:

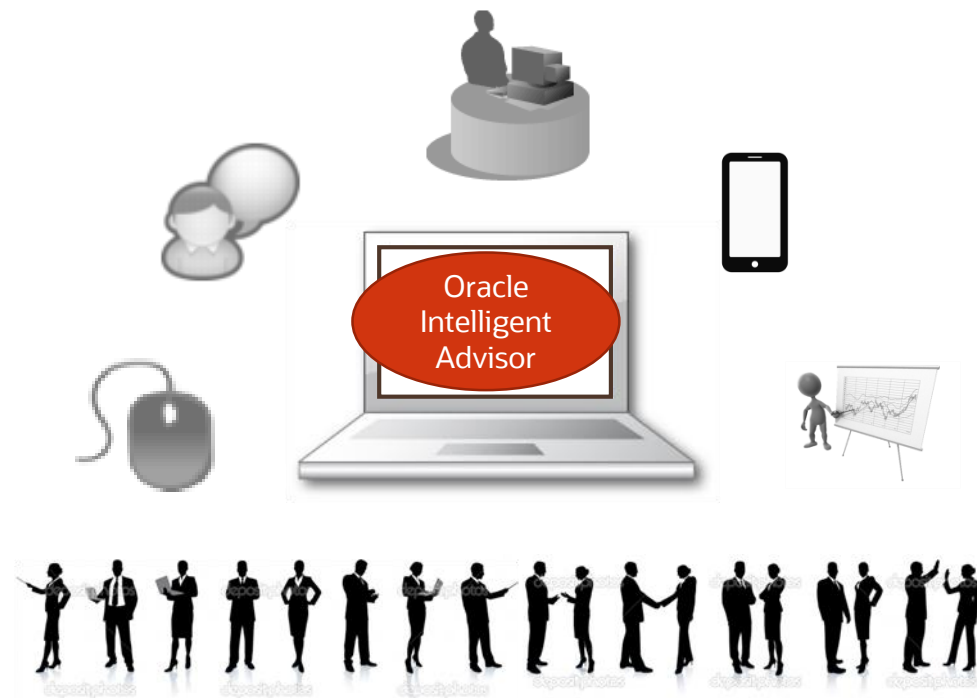
Stepping through appropriate procedures for warranty claims, including attachment of photographic proof

Calculation of any out-of-pocket costs

Integration with part ordering and other follow-up actions

End-to-end service within minutes

Example: Automotive – Incentive and Bonus Calculations Taking Complexity out of the Equation



Intelligent Advisor enables automotive companies to promote sales by:

Directing the user to relevant price lists and promotions

Ensuring orders are compliant with policy

Easily automating sales incentive calculations

Consistently applying appropriate discounts

Ensuring the latest policies are always being applied in practice through cross-channel consistency

Example: Manufacturing – Field Service

Dynamic and Compliant

Imitation Batteries



Fake batteries are fairly common and we can not guarantee operation with these products as we did not produce them. There are often subtle differences in the design and built which help confirm they are fakes. Where possible request an image of the battery to compare to ours.

Does this answer your question?

Yes No

Next

Intelligent Advisor enables industrial manufacturing companies to provide dynamic field services:

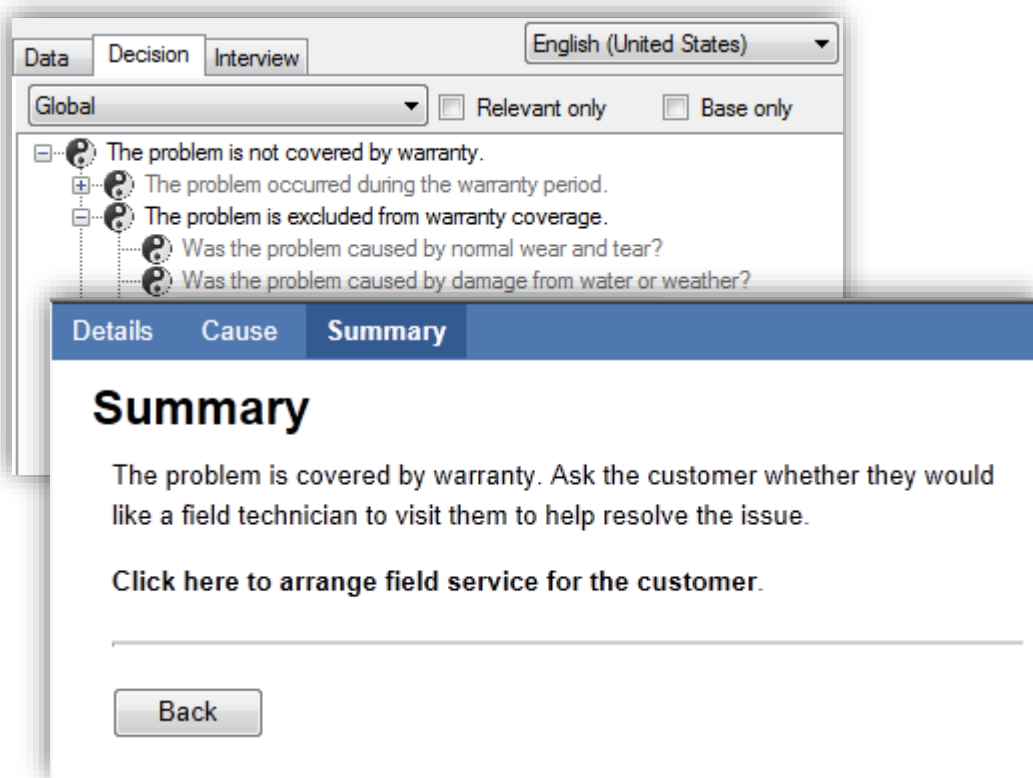
Provide field technicians with dynamic diagnostic tools to assist in repairs

Guide field technicians through device repair processes

Quickly determine repair requirements and best resolution

Example: Manufacturing – Warranty Claims Processing

Accurate and Enforceable



Intelligent Advisor enables industrial manufacturing companies to:

Accurately enforce global, regional and local policies and procedures to correctly adjudicate claims

Quickly determine warranty coverage and best resolution

Reduce fraudulent claims through scoring to determine validity

Increase first-call resolution with dynamic diagnostic tools

Intelligent Advisor in Telecommunications



Use Intelligent Advisor for:

- Product recommendation / allocation / approvals
- Order placement and reversal
- After sales service requests
- Technical troubleshooting
- Warranty management
- Sales bonuses & compensation
- Service feasibility assessment / Service dependencies
- ERP: Tax, HR, Approvals
- Revenue recognition

Example: Telecommunications – Product Matching Intelligent and Agile

The screenshot displays a 'Service Change Summary' window. It compares 'the existing services' and 'the future services'. Under 'existing services', it lists '24 hour support' and 'Voicemail'. Under 'future services', it lists '24 hour support' and 'Voicemail'. A summary box at the bottom lists actions: 'Voicemail should be stopped', '24 Hour support should be stopped', and 'Priority service should be started'.

The 24 hour support service action is stopped.

the existing services

- 24 hour support
- Voicemail

The existing product has voicemail.

The existing product does not have online billing.

The existing product has 24 hour helpdesk support.

The existing product does not have priority service.

the future services

- The future product does not have voicemail.
- The future product does not have online billing.
- The future product does not have 24 hour helpdesk support.
- The future product does not have priority service.

The action on 24 hour support is stopped.

24 hour support existed previously.

The existing product has 24 hour helpdesk support.

The customer has 24 hour support is

Service Change Summary

- Voicemail should be stopped
- 24 Hour support should be stopped
- Priority service should be started

Intelligent Advisor enables telecommunications companies to rapidly respond to changes in services by:

Quickly identifying plans appropriate for a customer's needs

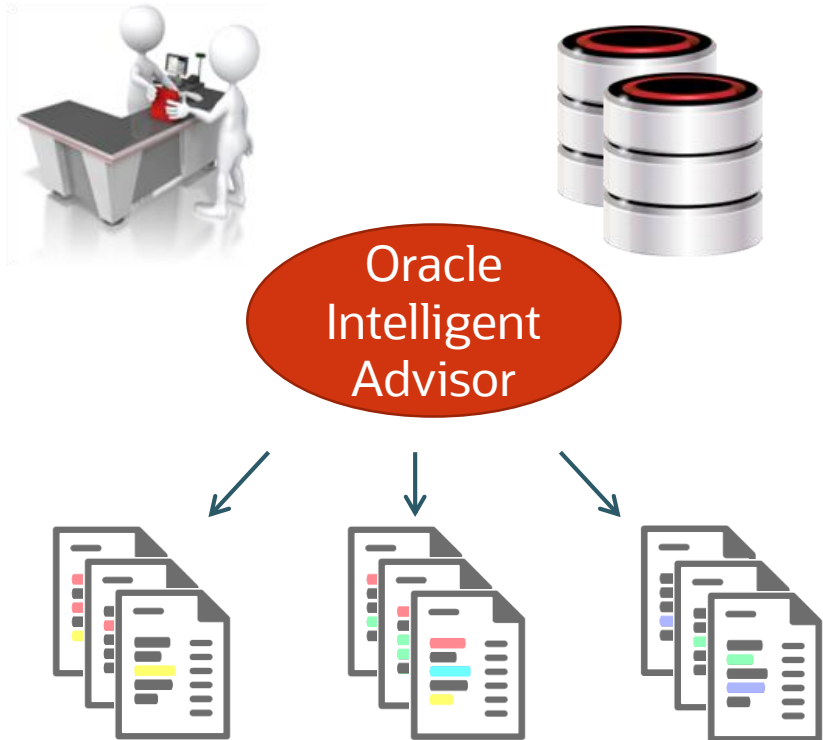
Easily comparing new and previous plan services to determine which aspects need to be stopped, started or retained

Triggering internal processes as required

Accurately calculating costs to customer for product plan changes

Identifying future up-sell opportunities

Example: Telecommunications – Billing Accurate and Compliant



Intelligent Advisor empowers telecommunications companies to automate billing processes to:

- Quickly and accurately create invoices
- Ensure invoices only contain valid line items
- Trigger reporting processes if required
- Ensure relevant regulatory rules are applied
- Enable the same logic to be applied at POS or batch

Intelligent Advisor in Utilities



Use Intelligent Advisor for:

- Health/safety inspections
- Contract management
- Compliance management
- Document management
- Customer on-boarding
- Service calculations
- Power calculators
- Self-service customer enquiries

Example: Utilities – Customer Self-Service

Personalized, Dynamic Self-Service



Intelligent Advisor enables utility providers to rapidly deploy personalized cross channel interviews that:

Are personalized to the customer's details

Drive customer satisfaction by assisting customers to get the most out of their services (power saving tips)

Quickly direct customers to information that best answers queries

Are rapidly deployed and updated to assist in emergency response

Provide and apply the same information in any language

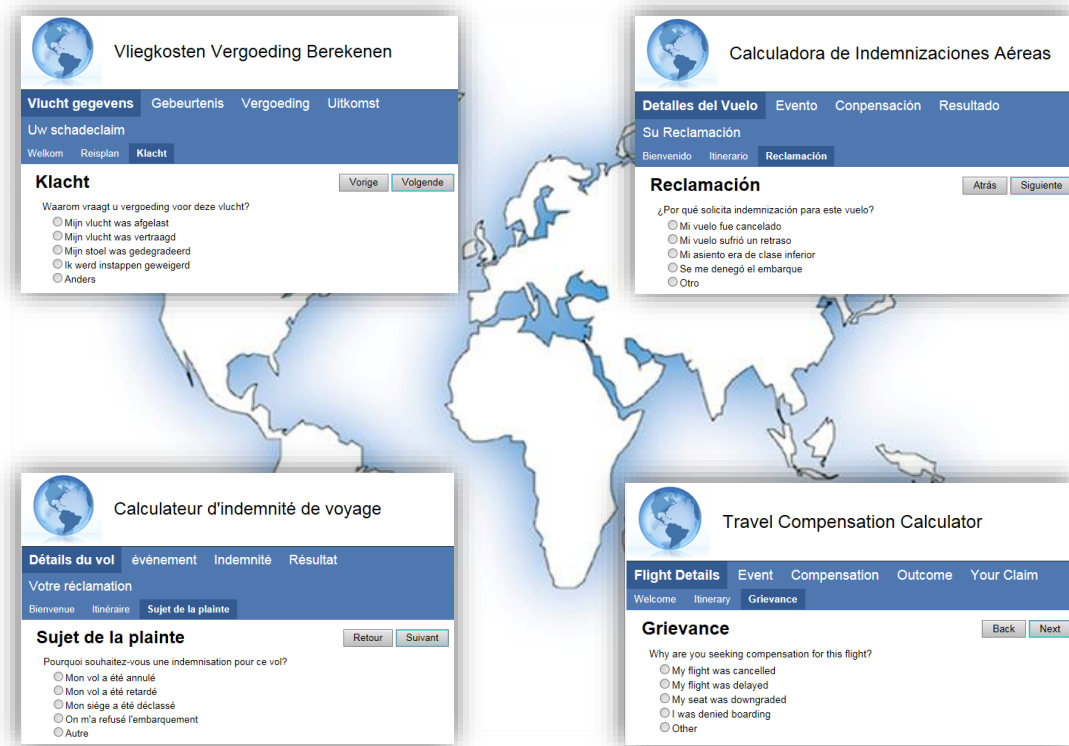
Intelligent Advisor in Travel and Transport



Use Intelligent Advisor for:

- Fare rules, Penalties
- Sales and bonus incentives
- Agent management
- Issue reporting
- Passenger entitlements
- Loyalty and membership
- Maintenance / OH&S compliance
- HCM

Example: Travel and Transport - Passenger Entitlements Personalized CX



Intelligent Advisor enables travel and transport companies to enhance the customer experience by:

Quickly identifying customers that may be eligible for a promotion or upgrade

Personalizing interactions by reusing data already known about the customer and only asking for additional information where relevant

Quickly calculating compensation or other benefits where disruptions to travel have occurred

Rapidly deploy new rules and procedures to the field

Ensuring interactions can be multi-lingual



Example: Travel and Transport – Fare Rules Agile and Responsive

Determination

Determination

Ticket Exchange

The ticket can be exchanged at an additional cost.

The applicable charge is \$99.60.

Changes to fares and conditions

The new ticket has an **increased** baggage allowance.

Old ticket: Carry-on only

New Ticket: 20kg check-in limit

[Back](#) [Next](#)

Intelligent Advisor enables travel and transport companies to deploy travel and fare rules to the field by:

Identifying and applying traveller entitlements (minimum changeover times, stop-overs)

Calculating and comparing fare combinations and discounts

Keeping on-sellers up-to-date with fare and policy changes

Generating fare conditions appropriate for the traveller's ticket

Rapidly deploying policy changes to the field

Intelligent Advisor in Media and Entertainment



Use Intelligent Advisor for:

- Advertising sales bonus calculators and incentives
- Pricing of works
- Scheduling and content compliance
- Copyright and reuse
- Lead management
- Complaint processes
- OH&S / human resource management

Example: Media and Entertainment: Pricing of Works Accurate and Transparent

media type	public venue	number of people	pricing sheet
video	TRUE	<100	AMV1
	TRUE	>=100	AMV2
	FALSE	<100	AMV3
	FALSE	>=100	AMV4
sound recording	TRUE		SR1
	FALSE		SR2
music	TRUE	<100	AMV3

Welcome Usage Details **Result**

Pricing Calculation

Pricing Calculation

Back

For this purpose you will need to purchase a **Video - Private Event** license.

[Click here for the terms and conditions associated with this license.](#)

The total amount payable for this licence is \$27.50

Proceed to Payment

Intelligent Advisor enables media and entertainment providers to accurately calculate the appropriate pricing for works by:

- Easily identifying the appropriate policies, price lists, licenses for the specific circumstance in which the content will be used
- Automating complex pricing calculations
- Applying the same rules across self service, agent or batch
- Generating appropriate invoices or licensing documents
- Analysing effects of proposed pricing changes

Example: Media and Entertainment: Complaint Processing Personalized and Responsive



Intelligent Advisor enables media and entertainment organizations to appropriately respond to public queries by:

- Enabling self-service in any language
- Providing consistency in responses across all channels (call center, online, office)
- Streaming complainants to the most appropriate channel
- Personalising the interaction for improved CX
- Flagging issues for escalation as required

Intelligent Advisor in Oil and Gas



Use Intelligent Advisor for:

- Deep Water Regulations
- Land Rights Management
- Joint Ventures: Allocation of cost / Distribution of Revenue
- Warranty / Service Management
- Regulatory compliance
- Pricing / Tax calculations
- Complex Territory Management
- Complex Approval Identification
- HR: OSHA, Shift Staffing Compliance

Example: Oil and Gas – Environmental Compliance

Traceable, Auditable Decisions and Processes



The screenshot shows a software interface for 'Hazard Management'. It features a header image of a worker in a hard hat and safety vest reviewing documents in an industrial setting. Below the header, the title 'Hazardous Waste' is displayed in bold, with 'Back' and 'Next' navigation buttons to its right. A sub-header reads: 'The following questions are being asked to determine whether the waste is hazardous.' The form contains five questions, each with three radio button options: 'Yes', 'No', and 'I'm not sure'. The 'I'm not sure' option is selected for all five questions.

Hazardous Waste Back Next

The following questions are being asked to determine whether the waste is hazardous.

Is the waste corrosive?
 Yes No I'm not sure

Is the waste ignitable?
 Yes No I'm not sure

Is the waste reactive?
 Yes No I'm not sure

Is the waste toxic?
 Yes No I'm not sure

Does the waste consist of solid reagent chemicals in a manufacturer's container?
 Yes No I'm not sure

Intelligent Advisor enables oil and gas companies to remain complaint with industry regulations by:

Quickly directing staff to policies appropriate for their tasks

Easily stepping through procedures (for example, disposing of hazardous waste)

Providing auto-filled forms based on interview responses to assist with government reporting obligations

Alerting when obligations are about to fall due (site assessments, machinery servicing)

Providing a decision audit report for every decision made and process followed

Example: Oil and Gas: Safety Inspections Mobile Compliance



Hazard Management

Pressure Vessels

Items to be checked:

- pressure vessel register
- relief (safety) valve operational
- drained and free of moisture
- red line on pressure gauges
- remote isolation

Result

- Checked
- Follow-up required

Additional comments:

Intelligent Advisor enables oil and gas companies to deliver health and safety guidance in the field by:

Applying only relevant policies and government regulations

Dynamically tailoring the inspection checklist based on previous responses

Ensuring required checks are completed and photographic evidence uploaded if required

Identifying when follow-up tasks need to be created

Keeping in synch with policy updates

Cross-Industry Use Cases

Intelligent Advisor in CX

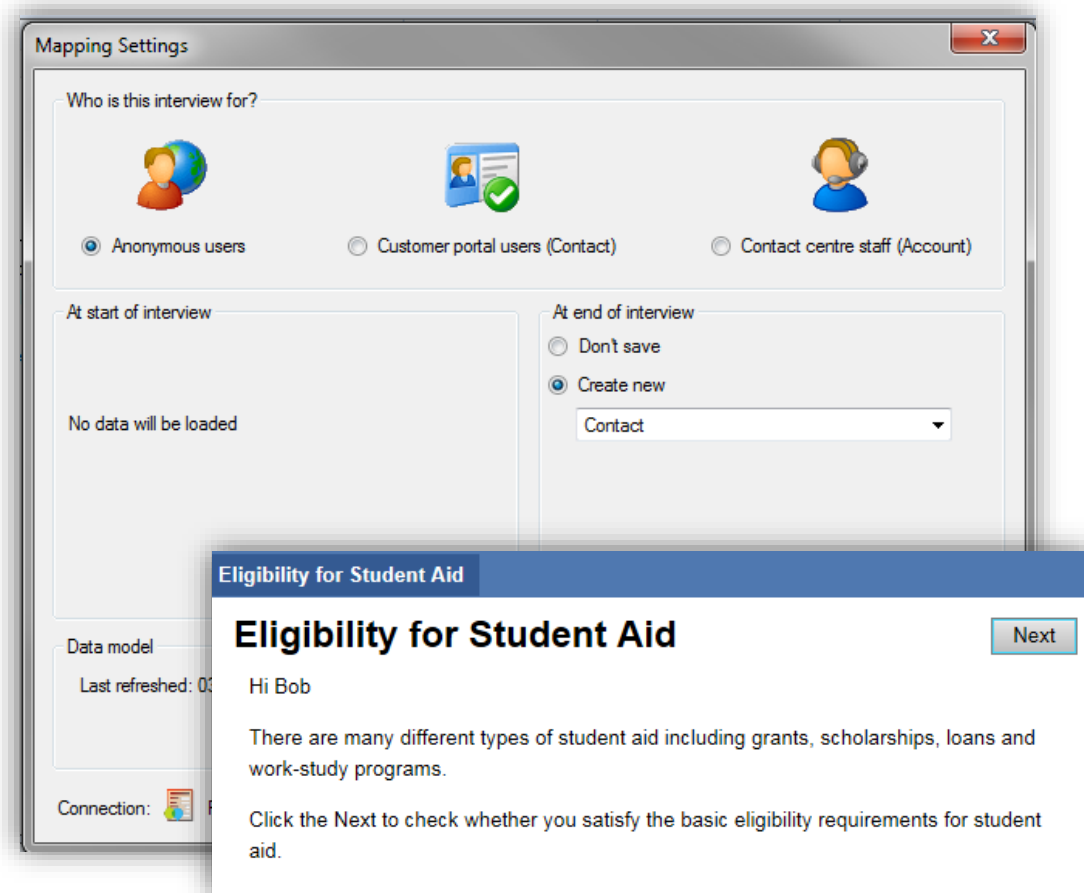


Use Intelligent Advisor for:

- Self service, Call center, Cross Channel Consistency
- Claims processing
- Entitlement calculations
- Customer on-boarding
- Loan origination
- Commissions
- Mobile service
- Eligibility
- Compliance

Example: CX – Service Enhancement

Dynamic, Personalized Service Experience



Intelligent Advisor enables organizations to:

Deliver higher value services via guided self service or assisted channels

Deflect calls by offering personalized self-service decision making

Ensure customer service agents follow efficient and consistent decision-making processes

Provide full transparency into how service decisions are made

Intelligent Advisor in HCM



Use Intelligent Advisor for:

- Variable pay and allowance rules specific to a company
- Unique absence policies
- Career advice/Job Matching
- Disciplinary policies
- Promotion policies
- Job Vacancy screening
- Voluntary Redundancy payments
- Compensation

Example: HCM – HR Shared Services Agile Self Service

HR Self-Service

HR Self-Service

Hi Maria. What would you like to do today?

- Change my hours
- Apply for a job transfer
- Recommend a new hire
- See if I am eligible for leave
- See if I can apply for a promotion or pay increase

Next

Intelligent Advisor empower HR departments to:

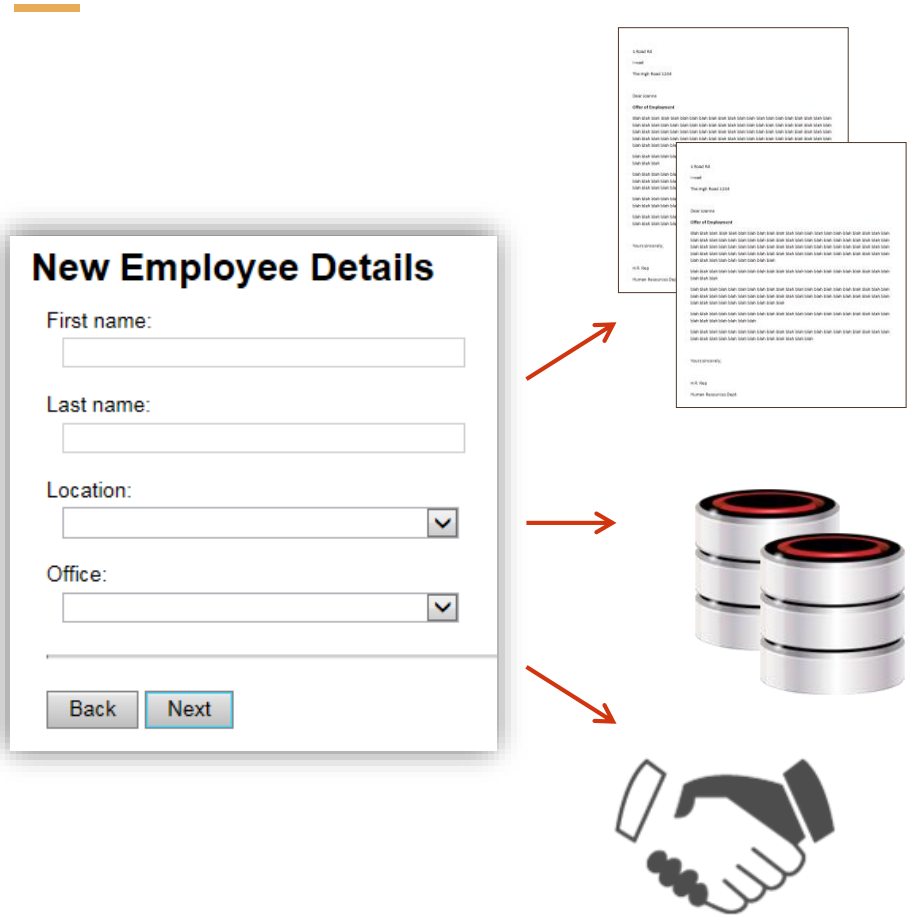
Increase employee satisfaction by providing consistent and easy to use employee Self Service

Increase transparency and agility, while reducing costs and related effort for implementation and execution

Better manage and understand the impact of policy changes

Ensure policy compliance with all national and international regulations

Example: HCM – Employee On-Boarding Fast and Accurate

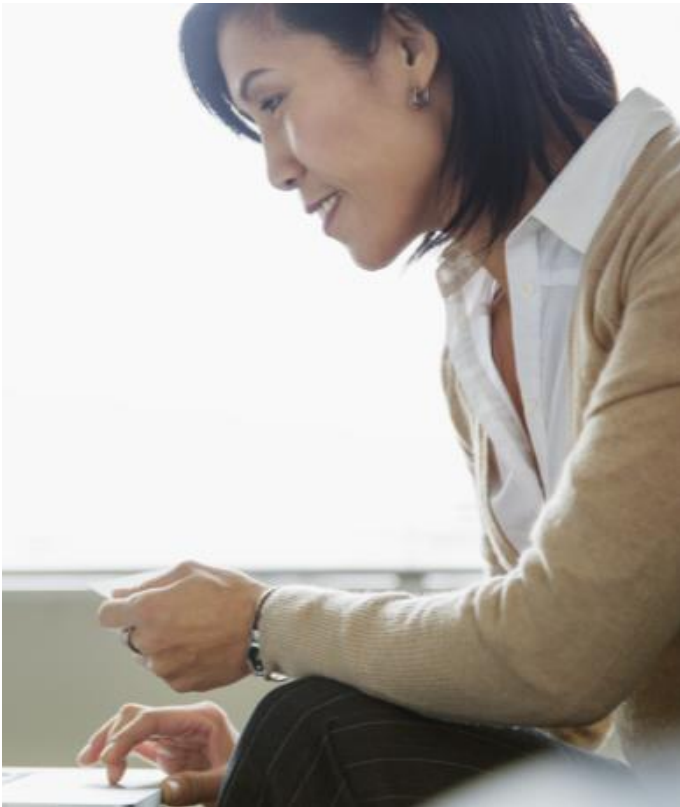


Intelligent Advisor enables HR departments to:

- Create and maintain their own guided on-boarding interviews
- Comply with business and legal requirements
- Intelligently direct new employees to resources specific to their individual needs
- Generate appropriate documentation
- Trigger follow-up action items



Intelligent Advisor in Enterprise Resource Planning



Use Intelligent Advisor for:

- Call Centre support
- Self-service (citizen, business, employee)
- E-forms replacement
- Complex eligibility (risk, scoring)
- HCM (retirement, compensation, pensions, benefits, holiday, recruitment)
- Insurance (health, dental, life, disability)
- Financials (payments, improper payments, tax, vehicles, discount/loyalty, payroll, billing)

Example: ERP – Process Enhancement

Dynamic Pricing, Quoting and Contract Validation

The invoice is in compliance with company policy if

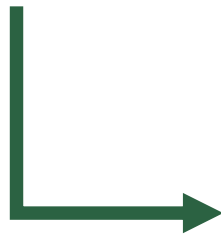
The invoice contains only contractually approved line items and

The invoice falls within the date of contract and

The invoice amount is acceptable

The invoice amount < the maximum invoice amount or

The invoice has received required approvals



Intelligent Advisor enables organizations to:

Dynamically price goods and services including promotions and special offers

Guide quote creation to ensure only valid quotes are created

Automatically validate bill of materials to identify incompatible products

Validate orders against customer contract terms

Improve accuracy, consistency and transparency of warranty claims

Where to get more information



Intelligent Advisor
Generally

<https://bit.ly/OracleCXIA>



Documentation

<https://bit.ly/IANewFeatures>



News, Discussion
and Updates

<https://bit.ly/IAStayInformed>