Siebel Service

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SIEBEL
CUSTOMER RELATIONSHIP
MANAGEMENT

The world's leading organizations have realized that operational efficiency combined with customer service can drive marketplace success. In light of this, the role of service delivery has changed dramatically. No longer simply cost centers, service organizations are today at the center of a company's success, profits, and customer loyalty.

KEY FEATURES

Deliver Exceptional Service

- Multi-channel customer service
- Integrated Knowledge Management
- Real-Time, Optimized Appointment booking and scheduling
- Contract and Agreement management
- Inventory Management
- Connected and Disconnected Mobile Service
- Service analytics

Building Strategic Service Management

When customers have a problem, complaint, or question, they want their problem solved immediately and reliably irrespective of the channel of interaction. Companies are trying to meet and exceed customer expectations, improve service revenue and at the same time reduce operational costs. Oracle's Siebel Service solution addresses these requirements by enabling closed-loop problem resolution with functionality spanning multi-channel customer service, integrated knowledge management and contextual search, real-time optimization and dispatch of field resources, connected and disconnected mobile access, parts logistics, inventory management, depot repair, invoicing and service analytics. Siebel Service is fully integrated with all Siebel applications and can be seamlessly integrated with existing Oracle, SAP, other third-party applications and legacy systems.

Deliver a Superior Customer Experience with Cross Channel Customer Service

Siebel Contact Center allows companies to support their customers across multiple channels like phone, email, chat and social networks. With Siebel Self Service solution, organizations can empower their customers to manage all account-related activities online. When integrated with Oracle Social Engagement and Monitoring, companies can monitor social networks like twitter, Facebook, collect and analyze social streams, create service requests and respond to customer issues in a quick and professional manner. With these solutions, organizations can go where the customers are and provide standardized, consistent customer care irrespective of the channel, deepen customer relationships and reduce service costs. In addition to streamlining service operations, organizations can increase service revenue with Oracle Real-Time Decisions which transforms your service center into a profit center by providing relevant cross-sell and up-sell offers at the right time.

Drive Profitability with Entitlement and Contract Management

Siebel Contracts supports the creation and profitable management of complex service agreements from quote to contract. With Siebel Contracts, service organizations can

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define the terms of a contract using measures such as performance metrics, response time, equipment maintenance responsibilities, service pricing, discounts, and service entitlements. Additionally, Siebel Contracts allows organizations to manage complex pricing terms, including installment payments, renting, leasing, financing, and use-based pricing. Recurring, nonrecurring, and usage-based charges can be automatically invoiced to improve the contract-to-cash process and deliver timely, convenient billing to customers. Service organizations can track and forecast revenue information for service offerings and individual service contracts.

Improve Productivity with Integrated Knowledge Management

Oracle Knowledge enables sharing knowledge across your service agents and improves productivity across the board. It uses intent based, contextual search to provide access to all the information to resolve customer inquiries from within the Siebel desktop. Agents can attach knowledge articles to any Service Request for full audit capabilities and analytical insight into knowledge effectiveness. It promotes collaboration with other agents through community forums. It provides a platform for quick creation of new knowledge articles by agents and product experts with in- built approval processes.

Enhance Productivity with Appointment Booking and Scheduling

Most service businesses schedule some of their activities at a future date or time. In doing so, these businesses must balance the volume of work scheduled with anticipated available resources to ensure that commitments to customers are met.

Siebel Field Service integration with Oracle Real-time Scheduler addresses the challenges associated with scheduling future activities by automating the appointment booking process. It provides an appointment booking system that determines resource availability based on skills, schedules, and user-defined business constraints and then returns valid appointment time windows based on these factors in real-time. Once selected, booked appointment times are removed from consideration when calculating future appointment availability. The schedule is continuously optimized to make it as efficient as possible.
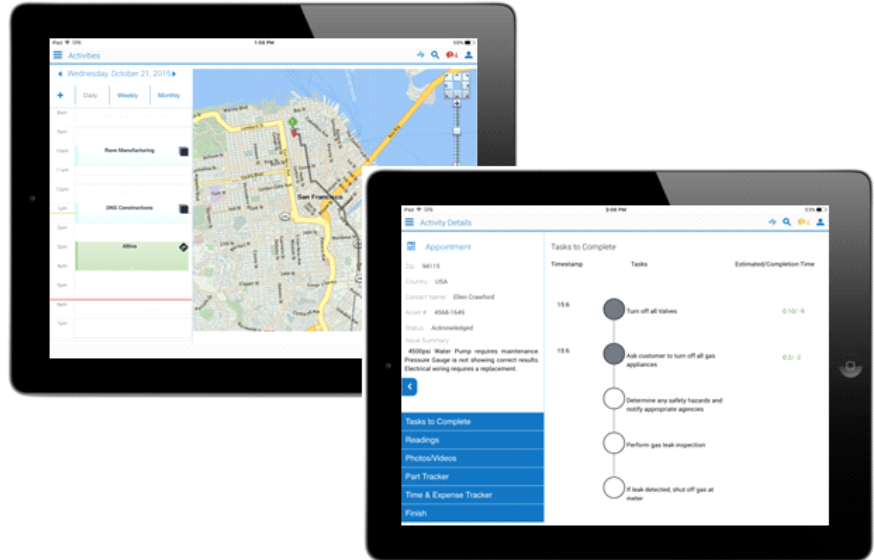
The scheduling solution offers customers time windows so that customers do not need to wait at home all day for service and routes can be optimized for maximize efficiency and flexibility.

Equip Your Workforce with Mobile Field Service

Siebel Mobile Solutions support a wide variety of mobile devices like Smartphone, tablet and laptop in both connected and disconnected modes. The Field Technician can access issue details, customer details, asset details, entitlement and warranty information, required parts and tools, parts availability on the mobile device. Siebel Mobile for Service improves the effectiveness of the technician by providing access to the steps to be followed at the job, and enables quick capture of parts, time, expenses, resolution and generate a proforma invoice which can be signed by the customer.

Optimize Logistics Management

Siebel Field Service enables logistics and materials managers to track service inventory and optimize stocking of spare parts. It also allows field engineers to fully manage their trunk inventory while on the road, quickly performing parts lookups and allocating stock when necessary.

Siebel Field Service provides powerful and configurable engines that leverage inventory information to automate field service operations. The fulfillment engine analyzes orders and allocates parts for each line item. It then automatically generates pick tickets and processes them, optimizing the movement of parts from supply depots to the customer site. The replenishment engine generates orders based on stock levels at each location. Overall, effective logistics management can reduce overstocking and parts-delayed service corrections.

Siebel Field Service optimizes pick, pack, ship, and receiving processes. It tracks and manages customer orders and internal stock transfer orders throughout the entire shipping process. Return material authorizations and orders are received within Siebel, closing the loop with each customer.

Streamline Service Parts and Mobile Inventory Management

With Siebel Field Service, organizations can manage the entire service parts process. Inventory is tracked in real time at any level of granularity—including trunk inventories; field offices; service warehouses; repair centers; third-party logistics providers; repair providers; or in any location such as aisle, shelf, or bin.

Real-time part information is accessible to the customer service representative, field service engineer, or logistics manager using the part locator. Return material authorizations and service orders are processed within Siebel Field Service, enabling a service organization to react quickly to a customer's requirements.

Automate Repair Management

Siebel Field Service also offers comprehensive repair management functionality. Users

can associate a defective material number with a defective part and track activities associated with its repair, whether the repair is performed in-house or outsourced to a third party, using repair orders and repair pick tickets. It allows users to associate a repair with a service request or return material authorization. It automates the generation of repair plans and the assignment of commonly performed activities. In addition, with Siebel Field Service, users can view the repair history of any asset.

Gain Insight with Service Analytics

Siebel Field Service and Service Analytics is an end-to-end analytics solution that provides prebuilt and ad hoc analytic reports that are personalized, relevant, and easy to use and deliver best-practice metrics. Reports are tailored to each user's role and deliver complete customer and business insight by spanning multiple real-time and historical data sources across the enterprise.

From a single, consolidated dashboard, managers can analyze critical field service metrics such as activity resolution times, reliability analyses by product lines, product failure rate and warranty expiration trends.

Key features include prebuilt interactive dashboards and reports, self-service access, out-of-the-box data warehousing, and a scalable intelligence and analytics platform.

Provide a compelling user experience

Siebel Open UI allows all the rich and deep functionality available within Siebel applications to be delivered in a compelling, modern user experience. Siebel applications running on Open UI are platform independent and will run on any modern browser that is standards compliant.

Siebel Open UI provides a whole host of new controls that improve usability and it supports existing controls like SmartScripts, Task based UI, Dispatch Board, and CTI Toolbar with a new look and feel.
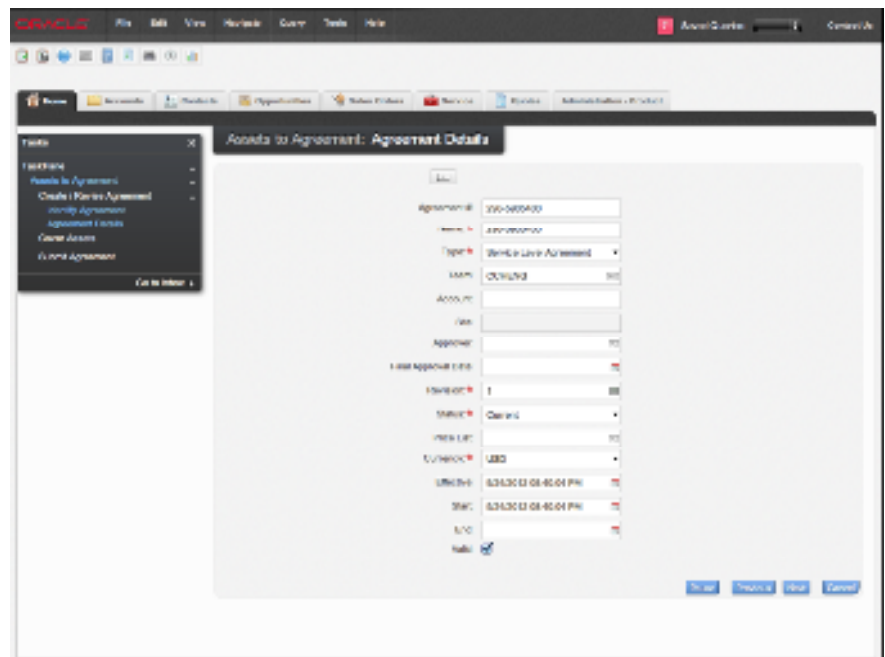
Summary

To remain competitive, a company's service organization must work flawlessly amid increasingly complex service contract offerings and entitlements to deliver a consistent and expected level of service performance. Furthermore, to maximize profitability, service providers must minimize customers' down Time, field engineers' actual time on-site, and the number of actual on-site visits required to resolve a service issue. Siebel Field Service provides a holistic view of all customer interactions across all channels and is the most comprehensive service management solution available. Siebel Field Service covers all aspects of a service business. Using Siebel business applications, service organizations can significantly improve customer satisfaction, increase profitability, maximize productivity, and gain a sustainable competitive advantage.

CONTACT US

For more information about Siebel Service solutions, visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.

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