



BOXFUSION ORACLE SERVICE CLOUD

Take advantage of Oracle's industry leading Cloud solution for customer service across Web, Social and Contact Centre.

ORACLE SERVICE CLOUD

Oracle Service Cloud helps customer centric organisations reduce costs and better meet their customers' needs.

To thrive in today's customer empowered environment, brands need to deliver the best customer experiences when, where and how customers want it.

Oracle Service Cloud combines Web, Social and Contact Centre experiences for a unified, cross-channel service solution in the Cloud, enabling organisations to increase sales, build trust and strengthen relationships, and reduce the cost of customer service.

HOW CAN SERVICE CLOUD HELP MY ORGANISATION?

- Drive self-service and reduce contact centre burden
- Increase contact centre efficiency
- Increase customer satisfaction
- Drive customer loyalty and recommendations
- Increase customer conversion rates

WHAT ARE THE KEY FEATURES OF ORACLE SERVICE CLOUD?

The Oracle Service Cloud application suite offers the following features:



KNOWLEDGE MANAGEMENT

CONTENT AUTHORIZING
SEMANTIC SEARCH
GUIDED KNOWLEDGE
KNOWLEDGE ANALYTICS
INTEGRATED APPS
APIS



CROSS-CHANNEL CONTACT CENTRE

CASE MANAGEMENT
GUIDED RESOLUTION
CUSTOMER ENGAGEMENT
SOCIAL CONTACT CENTRE
AGENT MOBILITY
UNIFIED AGENT DESKTOP



WEB CUSTOMER SERVICE

WEB SELF SERVICE
SOCIAL SELF SERVICE
EMAIL SUPPORT
LIVE CHAT
VIRTUAL ASSISTANT
SMART ENGAGEMENT



POLICY AUTOMATION

DYNAMIC INTERVIEWS
COMPLIANCE
RULE MODELLING
POLICY LIFECYCLE
POLICY ANALYTICS
DETERMINATION SERVICES



FIELD SERVICE MANAGEMENT

DISPATCH AND MANAGE
MOBILE ACCESS
TEAM COLLABORATION
CAPACITY MANAGEMENT
WORKFORCE ROUTING
CUSTOMER CONNECTION

KEY BENEFITS ★

Offering unified cross-channel experiences improves customer satisfaction, increases sales and reduces costs of service.

ACQUISITION

DRIVE CONVERSION RATES

GENERATE MORE OPPORTUNITIES

INCREASE AVERAGE ORDER VALUES

RETENTION

IMPROVE SERVICE QUALITY AND RELIABILITY

IMPROVE CUSTOMER SATISFACTION

DRIVE LOYALTY AND ADVOCACY

EFFICIENCY

DECREASE COSTS OF OPERATION

INCREASE CUSTOMER SERVICE AGENTS' PRODUCTIVITY

DRIVE SELF SERVICE

SUBSTANTIAL CONTACT CENTRE COST REDUCTION

HIGHLY EFFECTIVE AROUND-THE-CLOCK SELF-SERVICE

IMPROVED FIRST TIME RESOLUTION RATES

RELATED PRODUCTS AND SERVICES 🔗

In addition to the complete range of Service Cloud consultancy services, Boxfusion also provide expert consulting and training services in the following products:

ORACLE CX CLOUD

ORACLE SALES CLOUD

ORACLE CPQ CLOUD

ORACLE MARKETING CLOUD

ORACLE SOCIAL CLOUD

BUSINESS INTELLIGENCE

BI FOR CLOUD

OBIEE

ORACLE BI APPS

SIEBEL CRM

SIEBEL OPEN UI

CO-EXISTENCE MODEL - EXTENDING SIEBEL WITH COMPLEMENTARY FUNCTIONALITY FROM CX CLOUD APPLICATIONS

TOP 10 FEATURES

The following describes a few of the features that Service Cloud can bring to your organisation.



WEB SELF-SERVICE PORTAL. EMPOWER YOUR CUSTOMERS TO SOLVE THEIR OWN ENQUIRIES 24/7



LIVE CHAT WITH SKILL BASED ROUTING. ENSURE YOUR CUSTOMERS SPEAK TO THE RIGHT AGENT FIRST TIME



VIRTUAL ASSISTANT. GUIDE YOUR CUSTOMERS TO THE RIGHT ANSWERS IN NATURAL LANGUAGE CONVERSATIONS WITH A VIRTUAL ASSISTANT



KNOWLEDGE BASE. SINGLE KNOWLEDGE BASE FOR CONTACT CENTRE AND SELF-SERVICE, ENSURING CONSISTENT ANSWERS REGARDLESS OF TOUCHPOINT



SMART ASSISTANT. AUTOMATICALLY SUGGESTS ANSWERS TO FAQ'S THAT ARE ALREADY STORED IN THE KNOWLEDGE BASE TO HELP ANSWER QUERIES QUICKER AND DEFLECT QUERIES AWAY FROM AGENTS



ANALYTICS ENGINE. MAKE BEST USE OF 100'S OF REPORTS ALREADY AVAILABLE OR CREATE CUSTOM REPORTS TO MEASURE YOUR OWN KPIS AND TRACK PROGRESS AGAINST YOUR BUSINESS OBJECTIVES



POLICY AUTOMATION. AUTOMATE ENFORCEMENT OF YOUR SERVICE POLICIES, ENSURING CONSISTENT EXPERIENCE ACROSS CHANNELS AND COMPLIANCE WITH ANY REGULATORY CONSTRAINTS



MOBILE APP. EMPOWER YOUR AGENTS TO ACCESS DATA IN SERVICE CLOUD ON THE GO



EXTENSIBILITY. EXTEND SERVICE CLOUD TO SUPPORT YOUR CUSTOM BUSINESS LOGIC AND PROCESSES



INTEGRATION WITH THE FULL ORACLE CX CLOUD SUITE AND SIEBEL. PROVIDE A CONSISTENT EXPERIENCE ACROSS SALES, MARKETING AND SERVICE, ENCOMPASSING THE WHOLE CUSTOMER JOURNEY

DELIVER THE BEST CUSTOMER EXPERIENCE IMAGINABLE

Challenge Boxfusion to show you how your organisation could benefit from Oracle Service Cloud. Contact us now!

BOXFUSION AND ORACLE SERVICE CLOUD

Boxfusion specialises in helping organisations deliver improved Customer Experience (CX) and take better business decisions. We can help you with:

- Advisory on modern Customer Experience best practices
- Creating the business case for improving your CX
- Implementation of Oracle Service Cloud to deliver great CX
- Ongoing support for your CX application

Working closely with Oracle, we're leading the charge as one of the few consultancies who can really help you take full advantage of this very exciting technology that can truly transform your Customer Experience.

YOUR NEXT STEP...

To find out how Service Cloud could address your business' particular requirements, contact us now to speak with an expert.

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