

# Oracle Support

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# Product Position



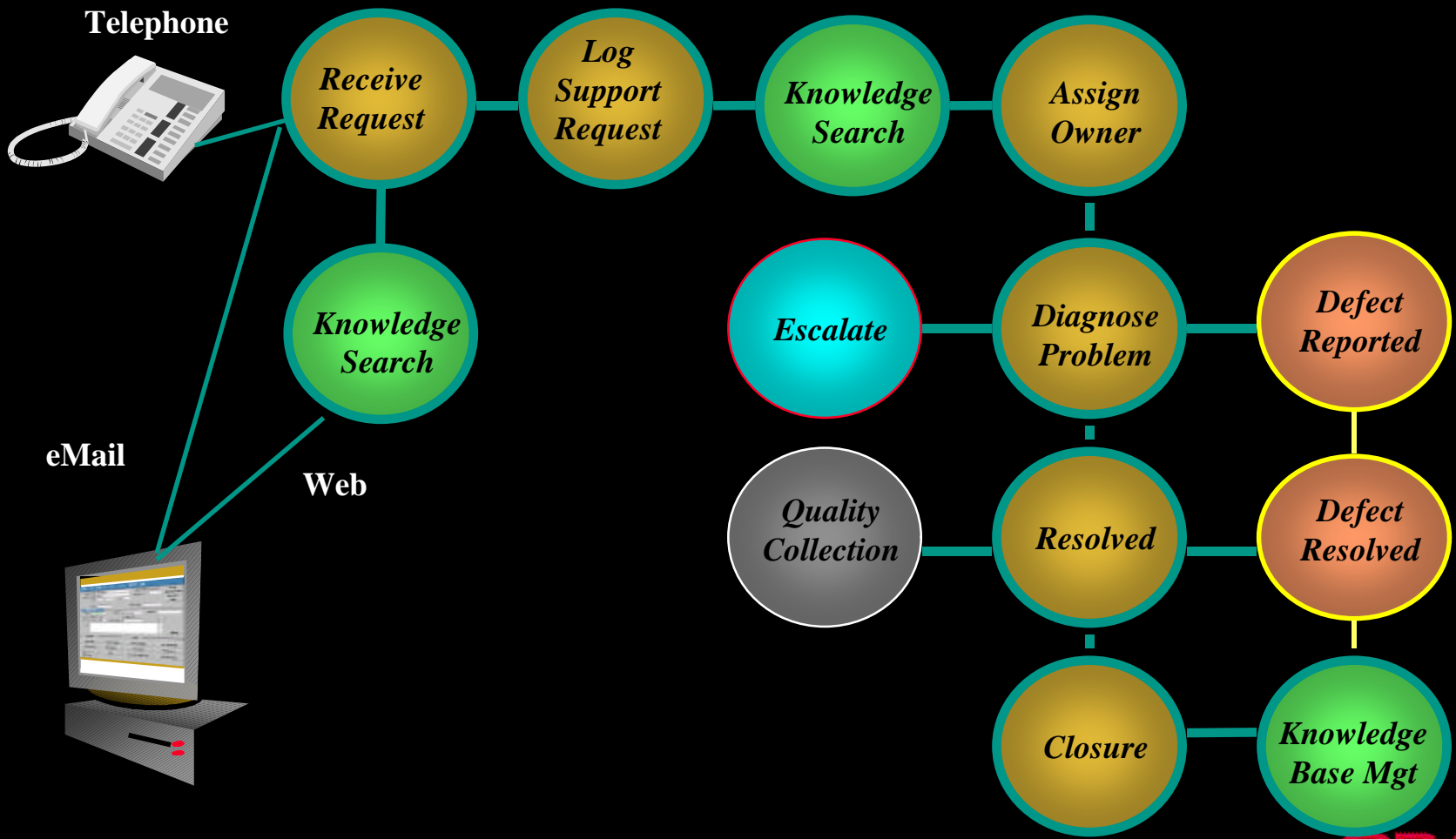
- ***Equips support organizations with customer and solution acumen far beyond the traditional support environment***
- **New Product in CRM Service Management**
  - **Lifecycle Management of Support Requests, Defects and Enhancements**
- **Increase Customer Satisfaction & Decrease Cost**
  - **Knowledge-rich Intelligent Automation**
- **Decrease Employee Attrition**
  - **State-of-the-art Support Tools & Closed-Loop Workflow**
- ***Provides a complete integrated support solution***

# Product Features

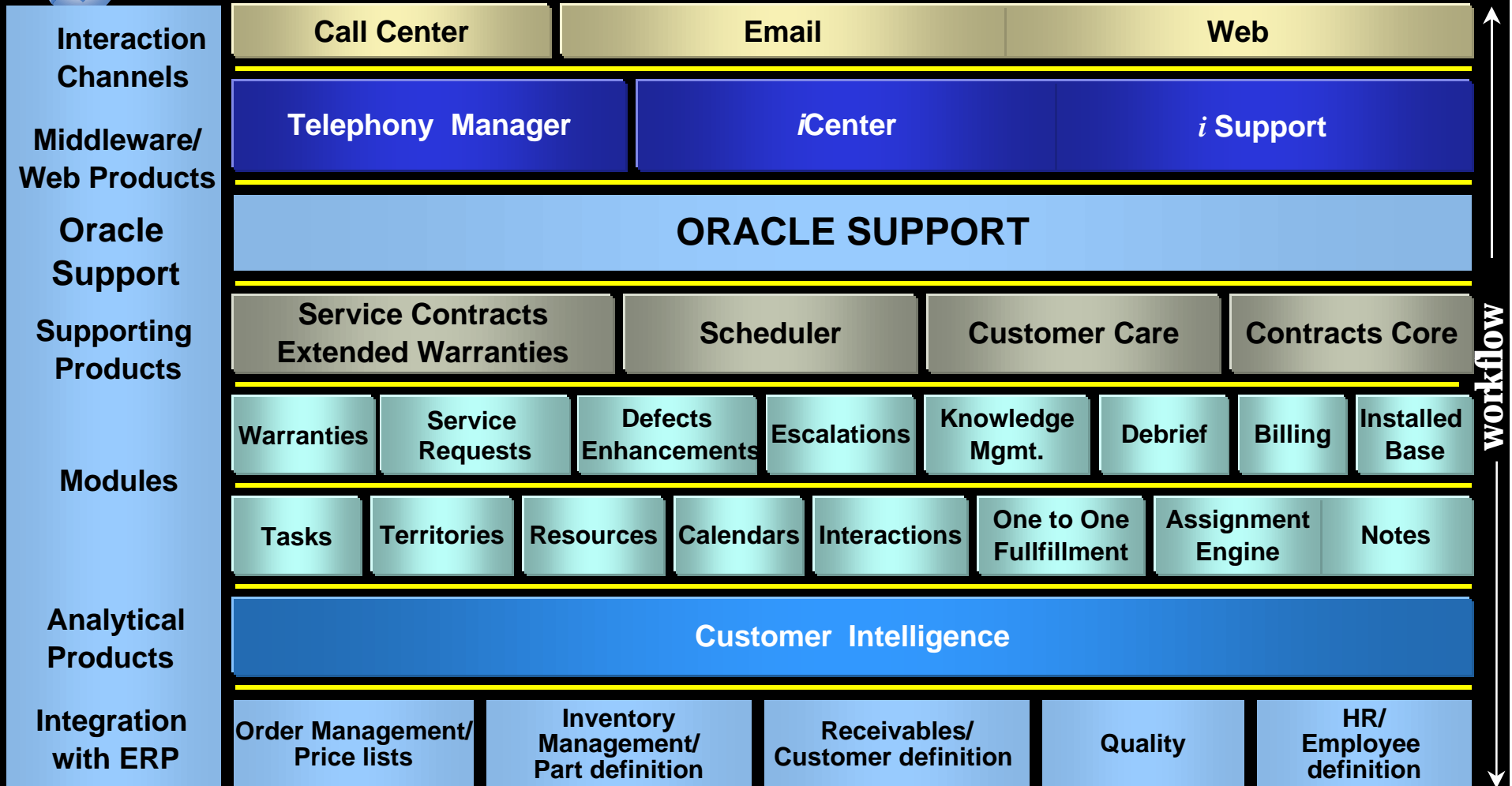


- **Unified Channels for Consolidated Customer Touch Points**
- **Complete BtoB and BtoC Customer Information Management**
- **High touch customer satisfaction with Relationship Plans**
- **Cross sell and upsell opportunities with Customer Profiles**
- **Full Contract Entitlement validation and access**
- **Lifecycle Management of Support Request, Defect & Enhancement**
- **Scripting to provide broad consistent service**
- **Knowledge and Solution Management to reduce rediscoversies**
- **Escalation Situation Management and Proactive Prevention**
- **Install Base Management for Customer Product Details**
- **Customer & Employee Territory Management**
- **Resource Manager with Calenders**
- **Workforce Task Management with Intelligent Assignment**
- **Customer Intelligence built from a 360 degree view**

# High Level Process

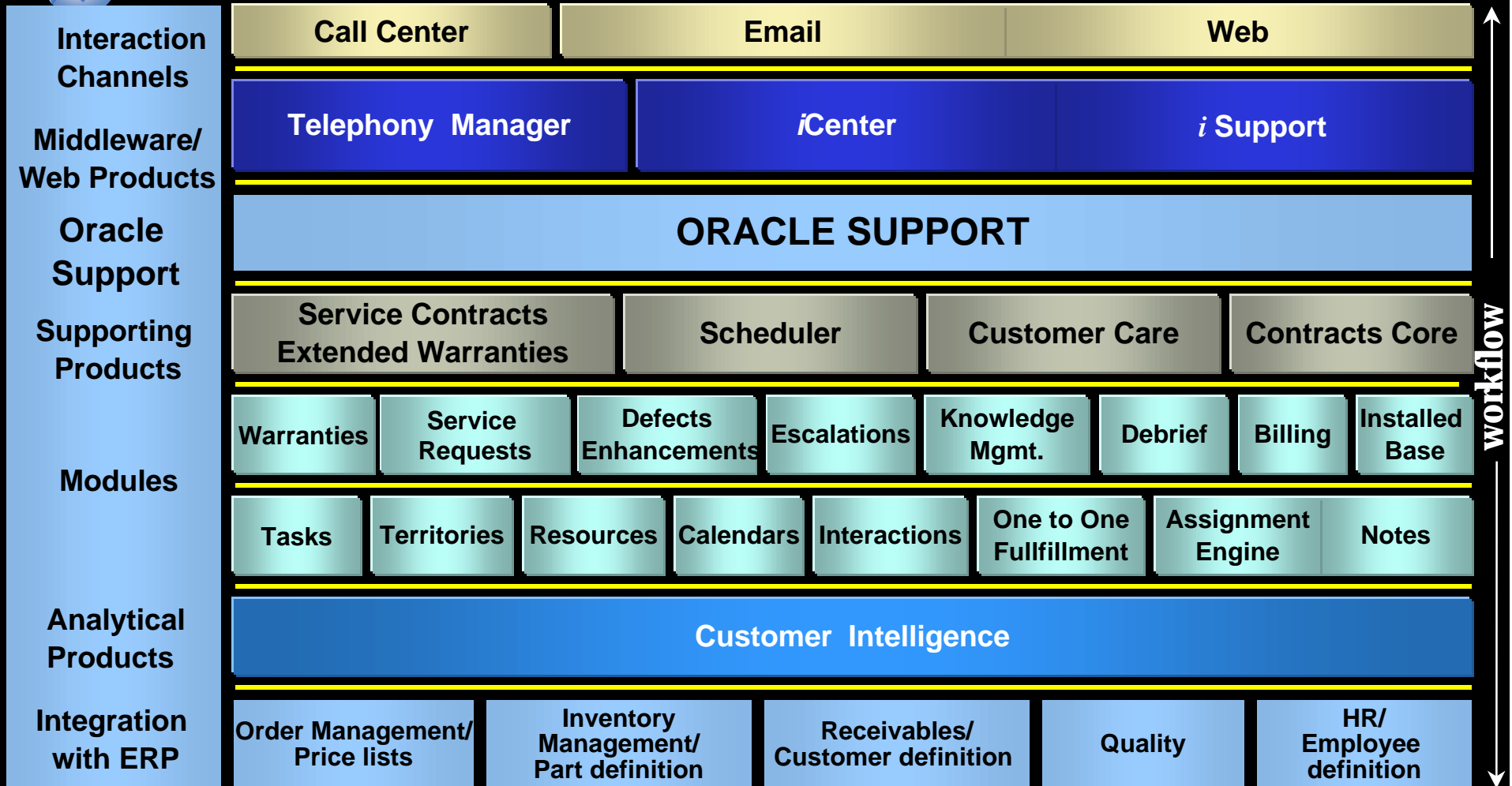


# Oracle Support Footprint



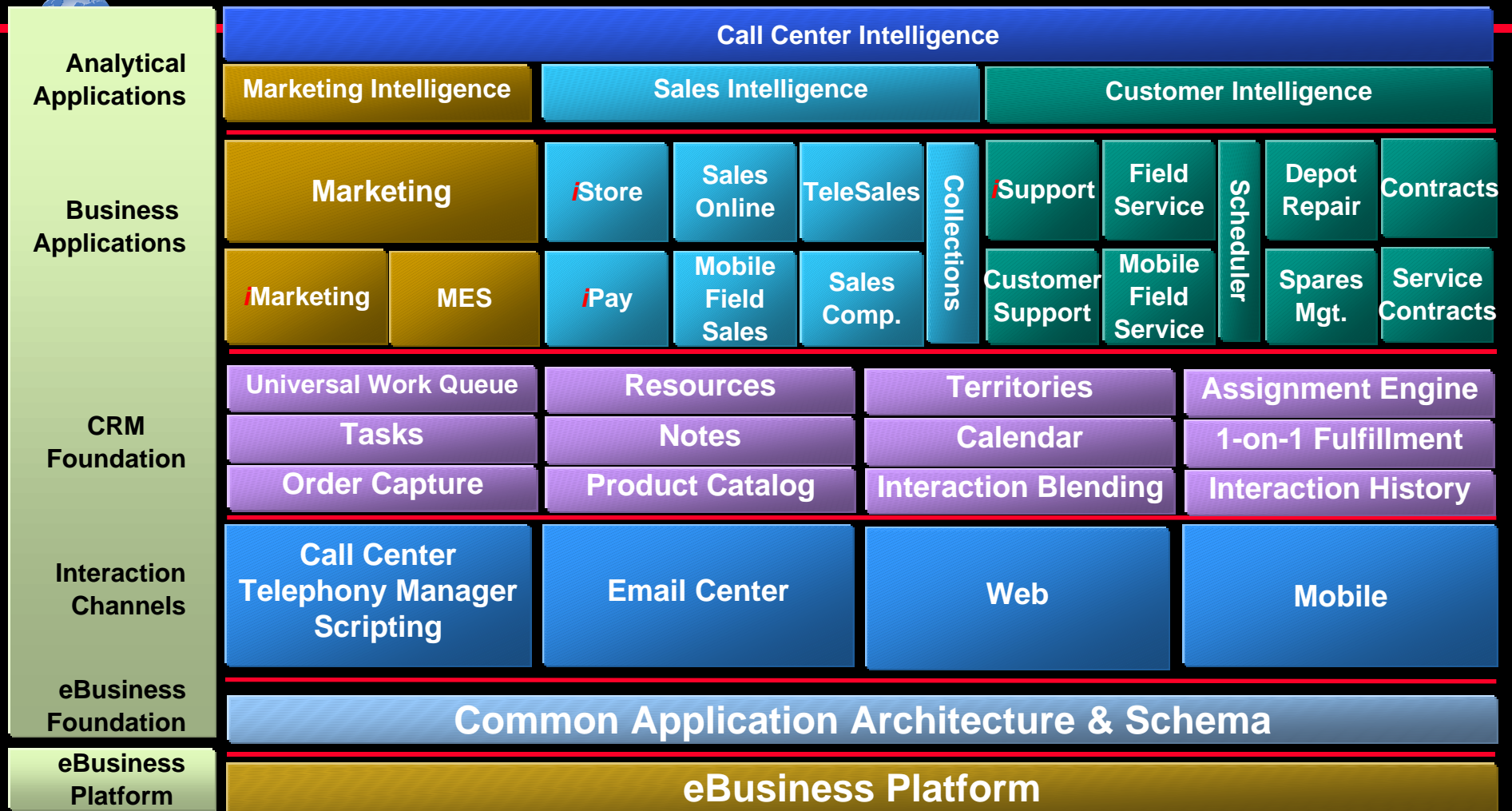
workflow

# Oracle Support Footprint



workflow

# Oracle CRM eBusiness Suite



# Product Demo: A Support Lifecycle



- **Log Support Request**
- **View Relationship Plan Alert**
- **Check Customer Profile**
- **Validate Contract Entitlement**
- **Search Knowledge Base**
- **Find Solution**
- **Create Product Enhancement**