

# REAL TIME COLLABORATION SOLUTIONS FOR YOUR CUSTOMER SERVICE ORGANIZATION

## SOLUTIONS FOR YOUR CUSTOMER SERVICE ORGANIZATION

In the era of the never satisfied customer, Oracle RTC can help your customer support and service organization achieve real-time efficiencies through

- Real-time problem diagnosis
- Escalating problems to product specialists in real time
- Improving customer satisfaction
- Providing collaborative customer support
- Improving customer self-service through rich visual recorded training

*Are you concerned about improving customer satisfaction, reducing problem resolution time, reducing cost-per-problem, improving problem analysis, and differentiating your customer service offering?*

Oracle Real-Time Collaboration (RTC) provides you with a Web conferencing solution for your customer service and support organization that can help you realize new levels of efficiency, productivity, and customer satisfaction.

Oracle Web Conferencing is a secure, integrated real-time collaboration platform designed to meet all the remote collaboration needs of your support organization. It improves the overall productivity by enabling you to work with your customers in a collaborative manner to diagnose and resolve customer issues in real time from any location. Oracle understands that collaboration always takes place in a business context. Therefore, unlike other providers, Oracle provides a platform that integrates with your established customer service and support applications and processes to enable true business collaboration for your organization.

### Benefits to your Customer Service Organization

#### **Increase Responsiveness. Reduce Problem Resolution Time.**

With Oracle Web Conferencing, you can view the customer's system from your desktop, ask customers to download patches or updates, test and run applications to ensure proper installation and configuration, and diagnose the customer's problem in real time. You can even escalate a live web conferencing session to product specialist in real time, thereby reducing the problem resolution time and increasing responsiveness.

#### **Improve Customer Self-Service. Reduce Costs.**

With Oracle Web Conferencing, you can develop visually rich self-service recorded modules that can train customers or walk a customer through installation processes, changing configuration settings, troubleshooting, and resolving problems. It also enables your customer service organization to focus on real problems and thereby improving resource utilization and productivity while reducing costs.

#### **Improve Customer Satisfaction. Differentiate your Service Offering.**

With Oracle Web Conferencing, you can build and maintain customer relationships by conducting frequent online customer training, improving customer responsiveness, conducting surveys and even customer advocacy, focus group studies in order to improve customer satisfaction and differentiate your customer service offerings.

Above all, Oracle Web Conferencing can be deployed as an in-house solution and integrated contextually into your existing customer service and support applications, so that you don't have to change your existing systems or business processes in order to start realizing the above benefits.

**SUPPORTS ALL REAL-TIME COLLABORATION NEEDS IN YOUR CUSTOMER SERVICE ORGANIZATION.**



**Live Help.** This is a medium where a customer service agent can provide live help to a customer. For example, working one-on-one with a customer to solve a specific problem.



**Interactive.** This is a medium where an interactive session is conducted with a small group of people to discuss and work collaboratively on a task that they need to accomplish.



**Seminar.** This is a medium where one or more presenters make presentations to a large number of participants. Examples: training sessions conducted to a large number of people.

**REAL-TIME COLLABORATION FOR YOUR CUSTOMER SUPPORT ORGANIZATION**

The Oracle Real-Time Collaboration platform provides you a web conferencing solution for your customer service organization that can help you realize new levels of efficiency, impact and influence. Benefits include:

- Real-time problem diagnosis
- Real-time escalation of problems to product specialists
- Improve customer satisfaction
- Improve customer self-service through rich visual recorded training

**RELATED PRODUCTS AND SERVICES:**

Oracle Web Conferencing is a part of the Oracle Collaboration Suite. Other collaboration suite components are:

- Oracle Email
- Oracle Voicemail & Fax
- Oracle Calendar
- Oracle Files
- Oracle Wireless & Voice
- Oracle Ultra Search

Feature	Benefit
Remote Control	With the customer's permission, a customer service agent can take control of the customer's application or desktop in order to diagnose and fix problems, while the customer can watch and learn at the same time.
Permission-based automated Desktop Sharing	Automate the process of asking the customer for permission and the customer service agent getting control of the desktop or application through setup of the appropriate preferences.
Two-way Desktop and Application Control or View	With the customer's permission, a customer service agent can request view or control of the customer's desktop or application. The customer service agent can also in turn can show or grant control of his or her own desktop.
Call Escalation	Easily add support personnel and experts into an ongoing session to deliver the maximum benefit and responsiveness to the customer.
Whiteboard	Draw and explain to your customer with a set of rich markup and drawing tools.
Co browse	Browse through various Web pages along with the customer in a synchronous manner. For example, this can be used to walk your customer through your customer service application, Web pages, etc.
Polling	Get instant feedback from your customer by conducting ad-hoc or pre-defined polls.
Chat	Chat with the customer and customer service agent and other participants in the conference to improve communication.
Recording & Playback	Record every aspect of the meeting with synchronized audio and data for on-demand playback of the conference.
Archives	View and optionally publish your conference materials and chat transcripts upon completion of the conference.
Post Session Surveys	Conduct customer surveys at the end of each session. Also, generate report on the survey data to measure and improve customer service agent responsiveness.
Attendance Reporting	Get detailed information for all the participants for your conferences.
Integration Services	Integrate Oracle RTC into your marketing applications and processes using web services.
Management Reporting	Measure the effectiveness of help desk and call center statistics through online, real time reports that contains number of sessions conducted and details of each session.
Scheduled Conferences	Schedule a conference with the customer anywhere, anytime.
Instant Conferences	Start a conference instantly with just one click and collaborate with the customer in an ad-hoc manner.

**Customer service organizations all over the world are already realizing the benefits and gaining competitive advantage with Oracle RTC. Shouldn't you do the same?**

**Why wait? Call 1-877-866-2500 TODAY! And find out how Oracle RTC can revolutionize your customer service organization and help you gain a competitive advantage.**