



ORACLE CUSTOMER EXPERIENCE

EXTENDED PROFILE



OVERVIEW

Oracle Customer Experience is one part of Oracle's comprehensive set of software solutions designed for a vast range of business types and needs.

Oracle Customer Experience offers an integrated array of applications, databases, servers, storage, and cloud technologies to empower modern business. A good fit for companies looking to improve management of customer interactions as part of a combined package, Oracle Customer Experience can be adapted to fit the needs of individual companies.

Oracle Customer Experience is a robust CRM, with the capacity to facilitate growth and productivity in Marketing, Sales, Service, and Commerce through a range of modern solutions – some examples include sales driving through incentive compensation and improved customer service through knowledge databases and cross-channel contact centers.

Oracle Customer Experience has a unique sales management system; CPQ, which reduces manual input and reports 100% accuracy levels on quotes and orders to minimize wastage.

Oracle provides solutions through several means, including public, on-premises, and hybrid clouds with full mobile optimization on both iOS and Android.

FEATURE OVERVIEW



SOFTWARE SPECIFICATION

| | |
|--------------------------|----------------------------|
| OVERVIEW | |
| PRODUCT NAME | Oracle Customer Experience |
| SOFTWARE FEATURES | |
| API ACCESS | ✗ |
| CADENCE | ✓ |
| CONTACT MANAGEMENT | ✓ |
| CONTRACT MANAGEMENT | ✓ |
| DATABASE MANAGEMENT | ✓ |
| FUNNEL REPORTING | ✓ |
| INTEGRATIONS | ✓ |
| PARTNER TRACKING | ✓ |
| PERFORMANCE REPORTING | ✓ |
| PIPELINE MANAGEMENT | ✓ |
| PRODUCT & PRICE CONTROL | ✗ |
| SALES GAMIFICATION | ✓ |
| QUOTATION HANDLING | ✓ |
| | ✓ |

| | |
|--------------------------------|---|
| TASK ASSIGNMENT | |
| TERRITORY/QUOTA MANAGEMENT | ✓ |
| SUPPLEMENTARY FEATURES | |
| CPQ | ✓ |
| CUSTOMER SERVICE AUTOMATION | ✓ |
| MARKETING AUTOMATION | ✓ |
| SOCIAL RELATIONSHIP MANAGEMENT | ✓ |
| CUSTOMER SIZE | |
| SMALL (1-50 USERS) | ✗ |
| MEDIUM (51-200 USERS) | ✓ |
| ENTERPRISE (201+ USERS) | ✓ |
| OTHER FEATURES | |
| MULTIPLE LOCATIONS | ✓ |
| MULTIPLE CURRENCY | ✓ |
| CUSTOMIZABLE | ✓ |
| MOBILE FEATURES | |
| IOS APP | ✓ |
| ANDROID APP | ✓ |
| NATIVE WEB APP | ✓ |
| HOSTING METHOD | |

CLOUD



ON-PREMISE



FURTHER INFORMATION

SOFTWARE SCREENSHOTS

The screenshot displays the Oracle Integration Cloud Service Monitoring Dashboard. The interface includes a top navigation bar with 'Home', 'Designer', and 'Monitoring' tabs. A left sidebar contains navigation options: Dashboard, Track Messages, Error Hospital, Manage Flows, and Administrator. The main content area is titled 'Dashboard' and features a search bar 'Where is my message?' and a filter for 'Last 7 days'. A 'Snapshot' section provides a high-level overview with five key metrics: Total Message (6512), Average Response Time (3.5 Sec), Errors (137), Success Rate (89%), and Risks (2 Next 7 Days). Below this, the 'Integration Flow' section is active, showing a list of flows with columns for name, response time, messages, and errors. A legend indicates green for Success and red for Failures. The flows listed are 'Create Order in EBiz' and 'Save Quote Details in Sales Cloud'.

| Metric | Value |
|-----------------------|---------------|
| Total Message | 6512 |
| Average Response Time | 3.5 Sec |
| Errors | 137 |
| Success Rate | 89% |
| Risks | 2 Next 7 Days |

| Integration Flow | Response Time | Messages | Errors | Status |
|--|---------------|---------------|----------|---------|
| Create Order in EBiz CREATEORDER_EBIZ | 1.5 MS/MSG | 1001 MESSAGES | 0 ERRORS | Success |
| Save Quote Details in Sales Cloud SAVEQUOTEDETAILS_SC | 8.0 MS/MSG | 526 MESSAGES | 5 ERRORS | Success |

Edit Account: Maple Networks : Overview

Actions Save Save and Close Cancel

Type Customer

Industry Professional Services

Address 1000 Wall Street
D/2
WILSONVILLE, OR 97070

Primary Contact Evan Graham

Contact Phone 3605836290

Contact E-Mail evan.graham@maple.com

Owner Gabrielle Lee

Contacts 6

Relationships 7

Opportunities

Open Opportunities (Amount \$710,273) **2**

Open Leads (1 Hot) **3**

Products

Assets **53**

Top Recommendation License

Activities

Open Activities **1**

9/2/16 Follow Up
Waternoose, Henry
Last Completed Task

Service Requests

Open Service Requests (0 Critical) **1**

ORACLE

Search

Waiting on Me

5 New
2 In Progress
7 Total
1 Critical

Waiting on Customer

4 Waiting
1 Resolved
5 Total
1 Critical

Critical Service Requests

21 Total
10 With Agent
11 At Customer
5 Resolved
18 Unassigned

Queues by Unassigned Service Requests

| Region | Low | Medium | High |
|--------|-----|--------|------|
| N. A. | 10 | 15 | 10 |
| Asia | 5 | 10 | 5 |
| Europe | 5 | 10 | 5 |
| S. A. | 5 | 10 | 5 |

Agents with Most Pending Service Requests

| Agent | Pending Requests |
|----------------|------------------|
| Martin Johnson | 25 |
| Smith Martin | 20 |
| Nash Baily | 15 |

The image shows a tablet and a smartphone displaying CRM dashboards. The tablet screen features a top navigation bar with icons for Home, Accounts, Contacts, Opportunities, My Accounts Map, My Service Map, My Appointments Map, Dashboard, and Reports. Below this, there are several key performance indicators (KPIs) and charts:

- Actuals vs Quota:** Shows a quota of \$25M, actuals of \$17M, and a variance of \$8M.
- Top Open Deals:** Total value of \$9.96M.
- Pipeline:** Total value of \$130.37M.
- Push Counter:** Total value of \$1.81M.
- Top Renewals:** Total value of \$1.67M.
- Team Performance:** Lists top performers like Zack Reilly and Pat Johnson.

The smartphone displays a mobile-optimized version of the dashboard, focusing on key metrics and charts.

ORACLE CRM On Demand

Welcome Joanne Brown

My Homepage

My Sales Resources

| Get Smarter | Get More Productive | Get the Best Value, Period |
|--|---|---|
| My Performance My 2013 Success Analysis By Customer News | Research Prospects Create a Sales Campaign Create an Effective Presentation | My Ranker My Top Leads By Top Opportunities |

My Sales Homepage Dashboard

Pipeline Analysis | Suggested Calls | Territory Sales Analysis | Leads Analysis | My News Feed | Online Training

Pipeline Analysis

Sales Stage Revenue

| Sales Stage | Revenue |
|-----------------|------------------|
| Qualified Lead | \$32,000.00 USD |
| Building Vision | 4,970,000.00 USD |
| Short List | 2,052,000.00 USD |
| Revised | 2,090,000.00 USD |
| Negotiation | 1,670,000.00 USD |
| Closed/Non | 2,020,000.00 USD |
| Closed/Loss | 210,000.00 USD |
| Re-Engage | 210,000.00 USD |
| Proposal | 210,000.00 USD |