



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 top navigation bar includes 'ORACLE Integration Cloud Service', 'Home', 'Designer', and 'Monitoring' (selected). The left sidebar contains navigation options: Dashboard, Track Messages, Error Hospital, Manage Flows, and Administrator. The main content area is titled 'Dashboard' and includes a search bar 'Where is my message?' and a filter '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 flow 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 (MS/MSG)	Messages	Errors	Status
Create Order in EBiz CREATEORDER_EBIZ	1.5	1001	0	Success
Save Quote Details in Sales Cloud SAVEQUOTEDETAILS_SC	8.0	526	5	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



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 Get 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	632,000.00 USD
Building Vision	4,970,000.00 USD
Short List	2,052,000.00 USD
Revised	2,000,000.00 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