

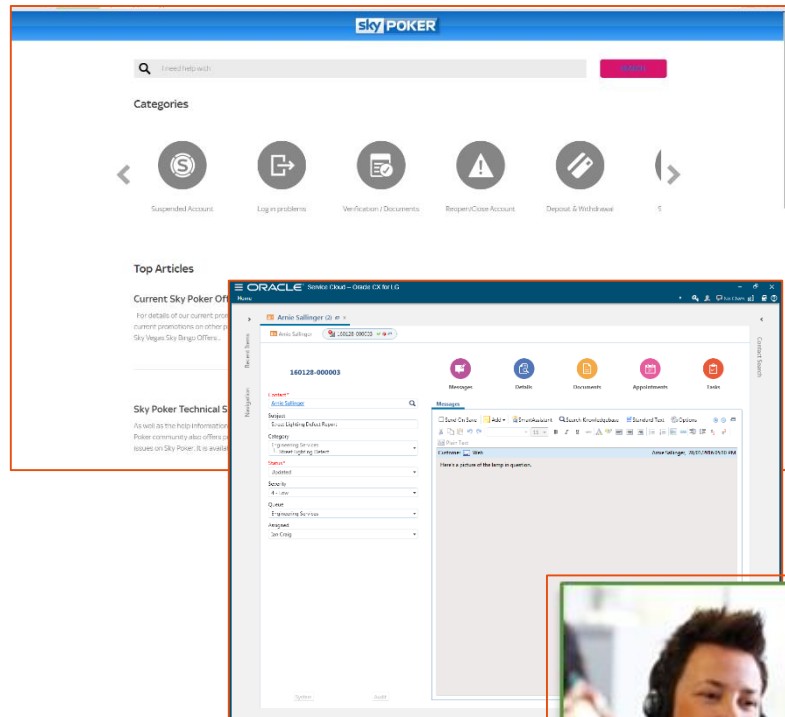
## Oracle Service Cloud Quick Start

Starter Package

### Your Quick Start package

Experience Assist is primarily solution focussed but we realise that sometimes organisations simply want the simplicity of buying 'off-the-shelf'.

Our Quick Start Oracle Service Cloud package is designed to help you to get up and running as quickly as possible with predictable costs for a fixed scope solution.



#### Contact Details:

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## What does Helpline Oracle Service Cloud give you?

- **Oracle Service Cloud as your customer experience and service delivery system.** This includes:
  - Built in case management
  - Built in multi-channel contact handling including built-in, integrated email management and optional web chat
  - Up to 3 key reports on the service from Management Information to outcomes data to complement the 750+ standard reports available as standard
  - An online service portal to match your website giving a great experience of using the service and access via:
    - Styling of standard functionality
    - A knowledgebase of your information and resources
    - Built in Ask a Question email webform routed straight into the case management system to be handled by your contact centre team
    - Personal support account pages
    - Optional web-chat on a “Click to Chat” basis



Specialized  
Oracle RightNow CX Cloud  
Service 2012

### Configuration included:

- 1 Customer Portal online interface with standard functionality styled to match your website
- Initial site set-up
- Up to 3 user profile types defining permissions
- Up to 3 user accounts and training for your administrator to add any others
- 1 service mailbox
- 1 outreach (marketing) mailbox
- Up to 3 navigation sets – defining what elements of the system each profile type can see and access
- Up to 10 custom fields
- Up to 3 custom reports
- Up to 3 workspaces
- Knowledgebase Structure
  - Up to 60 Products, Categories and Dispositions in total

### Optional:

- Click to Chat including styled button for the Customer Portal and key pages on your website

### Not included:

- Creation and uploading of Answers to your Knowledgebase. Training to enable your team to do this is included
- Integration with any third party systems
- Customisation of the platform
- Data transfer from an existing system or data store

## We work closely with you from the start...

### Discovery

We work with you to fully understand your requirements and how we can meet your needs.

We develop a specification and project plan that details everything that will be done, ensuring we both know how the project will progress.

### Implementation

- **Service Set up** - The solution is configured to your needs, including any staff training, contact centre infrastructure, creation of a call record database, knowledge database and more. This is carried out subject to the specification and project plan.
- **Testing** - There is always a robust testing period to ensure the solution works to your requirements. You are involved at this stage and sign off all the details specified in the project plan.
- **Go-live** – We include a 14 day warranty once your system is live. Support packages may be purchased separately.



## Price

**Core implementation: £25,000**

**Optional Click to Chat: £1,000**

Prices are subject to the scope of this package, contract and VAT at the prevailing rate. Out of scope items will be treated as a change request and priced separately.

## Typical Implementation

Task	Week										
	1	2	3	4	5	6	7	8	9	10	
Contract Signed											
Order and Provision Oracle Service Cloud											
Discovery - Specification											
Planning											
Oracle Service Cloud build											
Testing											
User Acceptance Testing											
Go-Live											

A typical implementation of this scope will take around ten weeks from the point of contract signing to go-live.

This is subject to negotiation of key project milestones and dependencies on a case by case basis with each customer.

## Personalise Customer Journeys and increase conversion with Oracle Engagement Engine

Oracle Engagement Engine enables your brand to personalise the experience of your customers through a powerful yet easy to configure rules that govern the customer experience including:

- Pro-active Chat triggered through rules based on any customer characteristics known to Oracle Service Cloud
- Rule based display of contextual knowledge articles such as FAQs relevant to e.g. the product page they're on, their geographic location, their value/spend or other criteria passed to Oracle Service Cloud
- Rule based display of other content personal to the customer and their journey

This product adds significant power to Oracle Service Cloud's chat module by ensuring that you offer a chat at the best time for the customer to improve their service journey and retention rates or to increase conversion at the basket.

Item	Days	Price
<b>Initial Implementation of Engagement Engine</b>		
Enablement and provisioning fee	N/A	£900
Initial configuration of Engagement Engine	1	£700
<b>Sub Total</b>		<b>£1,600</b>
<b>Training</b>		
Preparation	1	£700
Show and Tell and training	1	£700
<b>Sub Total</b>		<b>£1,400</b>
<b>Batch days for call-off (additional support)</b>		
Consultancy days – Batch x1	5	£3,500
<b>Sub Total</b>		<b>£3,500</b>
<b>TOTAL</b>		<b>£6,500</b>



## Next Steps:

Contact Experience Assist directly on:

- 01443 827600 or
- [adam.wilkinson@experienceassist.co.uk](mailto:adam.wilkinson@experienceassist.co.uk)

OR

Contact us via your Oracle Sales Representative.