

SIEBEL CRM ON DEMAND CUSTOMER CARE



A COMPREHENSIVE CRM ON-DEMAND SOLUTION

Oracle's Siebel CRM On Demand is an innovative customer relationship management (CRM) solution that delivers fast results at the lowest total cost of ownership.

- Easy to use for high user adoption
- Deploys quickly with no IT investment
- Powerful analytics
- Built-in contact center
- Prebuilt industry solutions
- Embedded marketing, sales, and service best practices

Siebel CRM On Demand offers comprehensive customer care to resolve critical issues quickly and effectively.

Customer Care Offerings

Siebel CRM On Demand Standard Customer Care

Available free of charge, Standard Customer Care provides 24/7 access to online customer support, as well as toll-free phone support, from 6 a.m. to 6 p.m. local time, Monday through Friday (excluding holidays). All service requests receive a response within one business day.

Siebel CRM On Demand Gold Customer Care

Available for an additional fee, Gold Customer Care provides 24x7 online support and 24/7 toll-free phone support. Customer service representatives respond to all service requests within four hours.

Key Support Features

CRM On Demand Training & Support Center

Available 24/7, the CRM On Demand Training & Support Center is a single access point to a wide range of help, training, and support resources that help you get more out of Siebel CRM On Demand. It provides 24/7 access to create and modify service requests as well as view system status alerts and notifications.

Toll-Free Phone Support

Eleven toll-free numbers are available world-wide, allowing for global phone access to CRM On Demand Customer Care. Make unlimited toll-free support calls between 6 a.m. and 6 p.m. local time, Monday through Friday (excluding holidays). The same service is available for Gold Customer Care customers 24/7.

Dedication to Continual Improvement

Our dedicated support staff continually drives change to the CRM On Demand product by listening and responding to your needs. As a result, many support enhancements such as the 'ability for users to reset their own passwords' have been released in order to make your support experience the best possible.

KEY BENEFITS

- Rapid deployment of CRM solution, tailored to your needs and budget
- Predictable rollout cost and timeframe
- Fast ROI across the organization
- Quick startup for organizations that need minimum technical help
- Turnkey services for organizations that need Oracle to set up the solution
- Custom consulting for integration and complex needs
- Oracle experts dedicated to your implementation
- Rapid rollout methodology

The Oracle Difference

Oracle Corporation has a proven reputation for delivering superior customer service. Our customer care personnel follow up on every customer service request, identify areas for improvement, and help you drive efficiency throughout your organization.

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