

ORACLE CRM ON DEMAND CUSTOM WEB TRAINING



A COMPREHENSIVE CRM ON DEMAND SOLUTION

- 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

A Web Training package is the ideal solution for Oracle CRM On Demand customers who want a highly affordable, custom training session delivered live over the Web. With no travel required, end users can receive training and go live on Oracle CRM On Demand the same day!

Custom Web-Based Training

Oracle's Custom Web Training package consists of a live Web seminar session that uses training materials and live demonstrations to address your company's processes, configurations, and terminology related to Oracle CRM On Demand. This interactive training session requires only that end users have a computer and a telephone. The session is 90 minutes and can accommodate up to 25 participants.

Collaborative Approach to Your Training

To prepare for your end-user training event, you first meet with an Oracle Education Consultant—via our feature-rich, easy-to-use distance-learning tool—to determine the most important aspects of your Oracle CRM On Demand configuration. Together, you create the best approach to training, using day-in-the-life scenarios that resonate with your company's business and end-user community. This curriculum planning call provides your Oracle Education Consultant with valuable information that can be used to create customized training content for your end users. In addition, your consultant will create a custom Quick Reference Card (QRC) for your company. You can distribute this highly portable “cheat sheet” to assist your end users with the most important tasks in Oracle CRM On Demand.

Training Scheduled at Your Convenience

Your custom Web-based training session will be delivered on the day and time of your choice via Oracle's distance learning platform. For those end users unable to attend the live training, your Oracle Education Consultant can record the custom Web training session for later use. This nominally priced, recorded training ensures that training is available for all of your end users. It's the perfect solution for businesses whose users cannot all attend training at the same date and time. And, because the recording is yours to keep, you can use it to provide refresher and new-hire training.

For More Information

To sign up for technical classes, click the Training link in Oracle CRM On Demand or visit Oracle University at education.oracle.com. For custom training offerings including Oracle CRM On Demand Web Training, email siebel-ondemandtraining_ww@oracle.com.

KEY FEATURES

Service Request Management

- Automatic assignment of service requests to the most appropriate individual
- Easy capture and tracking of comprehensive service request information
- Drill-down analysis on service effectiveness, individual performance, and workload balancing

Solution Management

- Real-time, searchable knowledgebase that enables rapid resolution of service requests
- Scoring of solution effectiveness that promotes continual service improvement

Account and Contact Management

- Instant visibility into complete histories, notes, service requests, and opportunities related to each account
- Information sharing of customer service issues across account teams

Asset Management

- Linking of company products and services to customer accounts
- Tracking of part numbers, warranties, and contract information

Calendar and Task Management

- Rapid scheduling of to-do items
- Easy sharing of information, delegation of tasks, and management of complex service issues

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