

ORACLE CRM ON DEMAND SOFTWARE AS A SERVICE SUPPORT

ORACLE[®] CRM ON DEMAND

THE WORLD'S MOST
COMPREHENSIVE CRM ON
DEMAND SOLUTION

- Easy to use
- Fast to deploy
- Powerful analytics
- Built-in contact center
- Prebuilt industry solutions
- Embedded marketing, sales, and service best practices

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
- Custom consulting for integration and complex needs
- Oracle experts dedicated to your implementation

Oracle CRM On Demand offers comprehensive customer care to resolve critical issues quickly and effectively. Each Oracle CRM On Demand customer receives the Standard Software as a Service support and can upgrade to the Gold Software as a Service support offering. Both offerings include Premier Support from Oracle Software Support, a broad set of tools and resources available 24/7, and Service Level Agreements.

Customer Care Offering

Oracle Software Support

Included with your subscription fee, Oracle Software Support provides 24/7 access to My Oracle Support portal as well as toll-free phone support.

Key Premier Support Features

Toll-Free Phone Support

Oracle Software Support has twenty-seven toll-free numbers available worldwide, allowing for global phone access to Oracle CRM On Demand customers. Regional customer support representatives speak seven languages to help ensure your needs are met as quickly as possible.

Dedication to Continual Improvement

Our dedicated support staff continually drives change to the Oracle 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.

The Oracle Difference

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

CRM On Demand Training & Support Center

Available 24/7, the Oracle CRM On Demand Training and Support Center gives you one-stop access to a wide range of help, training, and support resources, helping you get more out of Oracle CRM On Demand. At a minimum, Oracle CRM On Demand Training and Support Center offers:

Help and Training

Online help and training enables you to get up to speed quickly on Oracle CRM On Demand. Self-service training is role-based, ranging from end-user (Sales, Service, and Marketing) to administrator to executive level. You can become familiar with the features and capabilities; understand how to customize the application to optimize navigation and productivity, and integrate with other tools and applications – e.g., PIM sync and email. You can further expand your knowledge and understanding through live and virtual training courses available globally.

Knowledge-Based and Best Practices Libraries

Knowledge-based and best practice libraries are available that enable you to take advantage of your colleagues successful deployments. Topics are organized into key groups that enable you to navigate easily to the resources. Ranking is available for a continuous feedback loop on the resources, from reviewing ranking by others to enabling you to rank the resources you use.

On-Line Communities

Oracle CRM On Demand Communities are interactive message boards moderated by Oracle Software Support where you can receive assistance regarding support-related issues or problems. Customers can elect to participate in a range of resources, including My Oracle Support Communities, Public Forums, and Learning Blogs, all from a single location.

Environment Status and Oracle Software Support

You can create and modify service requests as well as view system status alerts and notifications from this portal.

Service Availability

Oracle strives to provide uninterrupted CRM On Demand service to all of its customers. Performance, scalability, and reliability are key design criteria for the entire CRM On Demand solution, from the data center to the database and middleware to the application itself. Standard Software as a Service Support is included with your subscription fees and warrants at least 99.5% availability for all customers. Gold Software as a Service Support is available for customers that need an even higher level of availability for their mission critical systems. It warrants at least 99.7% availability.



Oracle is committed to developing practices and products that help protect the environment

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Hardware and Software, Engineered to Work Together