



Infosys offerings in Oracle CX Service Cloud

With increased competition, shorter product life cycles, and shrinking margins on products, enterprises are increasingly focusing on growing and enhancing their service portfolio. However, customer expectations from services have risen dramatically and bad service experiences can result in customer churn, impacting the bottom line.

Considering the current business challenges and IT drivers, Infosys has developed a gamut of customer service cloud solutions that allow enterprises to provide proactive customer engagement, facilitate guided resolution across online / virtual channels, increase agent productivity and customer satisfaction, and reduce operating expenses while increasing the customer lifetime value.

Our CX Service Cloud offerings can help your enterprise

- Lower contact center operational costs
- Increase agent efficiency and productivity
- Deliver differentiated customer experience
- Measure and optimize multichannel delivery




Infosys Service Cloud transformation pillars



Customer service systems consolidation	Infosys solution for integrating Oracle Service Cloud with existing CRM / customer service solutions (SFDC, Siebel, EBS) for providing: <ul style="list-style-type: none"> • Digitization • Omnichannel services in a single system • Better agent and customer experience 	Knowledge management for smarter service	<ul style="list-style-type: none"> • Infosys solution for integrating Oracle Service Cloud Knowledge Foundation with external knowledge systems • Oracle Service Cloud Knowledge Foundation offers extensive knowledge capabilities for guided resolution patterns, smart answers, etc. 	Field service modernization	Infosys solution for implementing Oracle Field Service Cloud for: <ul style="list-style-type: none"> • Automated scheduling • Automated routing • Capacity management • Mobility solution for field technicians • Connected service experience (integration of OFSC with other systems such as OSvC and Siebel) 	Connected asset experience	Infosys IoT-based Service Cloud solution for automated / connected asset maintenance for: <ul style="list-style-type: none"> • Remote assets monitoring • Faster time-to-field with automation of events • Increase in uptime of asset and reduced maintenance costs • Increase in workplace safety
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Service offerings

Our services follow a rapid implementation approach spanning 10 to 15 weeks for a standard, out-of-the-box implementation to deliver tangible business outcomes, solve critical problems, and help enterprises transform their businesses.

 Design Thinking	 New	 Renew
<ul style="list-style-type: none"> • Business case definition • Implementation review • Technical feasibility • Rol analysis 	<ul style="list-style-type: none"> • Proof of concept / prototyping • Solution blueprinting • Implementation / strategic roll-out • Systems integration 	<ul style="list-style-type: none"> • Business transformation • Maintenance and support • Version upgrade • Productivity improvements • Optimizing TCO

Key differentiators

<p>Infosys CX Service Cloud accelerators</p> <ul style="list-style-type: none"> • Pre-integration solutions for Oracle Siebel, EBS, HCM, and CC&B • Smart implementation suite • Smart data migration utility • Pre-integration solution between CX stack such as Oracle Service Cloud and Oracle Field Service solution 	<p>Tailored Service Cloud solutions</p> <ul style="list-style-type: none"> • Connected asset experience solution leveraging IoT platform • Preconfigured next-gen call center solutions • Pre-built coexistence use cases with Siebel CRM • Oracle Marketplace solutions <ul style="list-style-type: none"> ◦ Gamification solution ◦ Service contract and renewal management
<p>Center of Excellence</p> <ul style="list-style-type: none"> • 300+ consultants on OSvC and OFSC • Infosys-developed training material for Oracle Service Cloud • Certified Service Cloud subject-matter experts 	<p>Execution excellence</p> <ul style="list-style-type: none"> • Infosys flex delivery model • Fixed price and fixed scope implementations • Hybrid agile methodology

Customer showcase

<p>A leader in providing broadband services in APAC</p> <ul style="list-style-type: none"> • Implemented quota management, activity management, routing, and related entities in OFSC • Enabled integration between OFSC and native service management platform • Evaluated new modules such as smart mobility for enhancing the existing solution 	<p>A UK-based telecom leader</p> <ul style="list-style-type: none"> • Feasibility study to help client stakeholders decide the best solution for 'Ask an Expert' proposition • Implemented the OSvC chat capabilities for retail agents to get real-time issue resolution • Standardized service processes with service events automation 	<p>A nationwide development group based in the US</p> <ul style="list-style-type: none"> • Support in setting up a comprehensive case management system integrated with the internal portal for features such as incident management, site management, feedback, reports, etc. • Seamless customization / configuration of the current OSvC application for new features
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For more information, contact askus@infosys.com



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