

Infosys Rapid Start offering for Oracle Service Cloud (OSvC)

Leading enterprises are seeking ways to leverage the cloud to deliver the best customer experiences in line with today's customer needs of being served anywhere and everywhere. With the intent to address a few critical business

challenges such as embracing latest service trends, improving customer experiences, reducing operational costs, automating manual events, handholding customers through guided resolutions, etc., Infosys has designed the Rapid Start

framework for Oracle Service Cloud (OSvC). The framework helps enterprises derive measurable business value from their CX modernization investments.

Time-to-market	On budget	Value to business
Projects up and running in weeks	Provide best fit within budget	Improved customer service

Infosys Rapid Start offering: Value proposition

Infosys Rapid Start framework for Oracle Service Cloud not only covers all critical service management functions across verticals but also, using our proven cloud methodologies of rapid implementation and hybrid agile, ensures **time-to-market of 7 to 15 weeks**, depending on the chosen trim. Our Rapid Start framework brings about measurable results such as:








- **Increased customer satisfaction score:**
Unified cross-channel experience
- **Lower operational cost:**
With automation of repetitive call center tasks
- **Accelerated value:**
Increased cross-sell and upsell opportunities during service interactions
- **Increased collaboration:**
Inbuilt capabilities to communicate and share with colleagues
- **Increased agent productivity:**
Guided assistance and intelligent knowledge management
- **Reduced call volume:**
Self-service portal for online resolution of customer queries
- **Derive meaningful insights:**
Easy to read and actionable dashboards

Infosys Rapid Start offering: Redefine the customer voice

BASIC	LIGHT	ADVANCED																
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Timeline: 7 weeks to go live Users: 50 Customization : Minimal	Timeline: 10 weeks to go live Users: 100 Customization: Medium	Timeline: 15 weeks to go live Users: 150 Customization: Medium																

Oracle Service Cloud Rapid Start	BASIC	LIGHT	ADVANCED
Duration range	7 weeks	10 weeks	15 weeks
Price range	US\$60,000.00	US\$100,000.00	US\$170,000.00
Modules			
Incident management	✓	✓	✓
Contact management	✓	✓	✓
Site management	✓	✓	✓
OOTB dashboards and reports	✓	✓	✓
Knowledge management		✓	✓
Web self-service		✓	✓
Feedback			✓
Integration(s)		1 [Customer master]	2 [Customer master & self-service portal to client website integration]
Configuration parameters			
Number of business units	1	1	1
Implementation language	English	English	English
Number of users	50	80–100	150
Number of user interfaces	1	1	1
Incident queues	5	<10	10
Business rule, escalation rules	5, 1	10, 2	15, 2–3
Mailboxes	1	1	1
Email templates, notifications	5, 5	5, 5	5, 10
SLA	1	1	2
Feedback survey	None	None	Transactional and Web
Extensibility			
Custom objects	None	1	2
Custom fields (Incidents, contacts)	5	10	10–15
Workspaces (Incidents, contacts)	2	3	3
Customer portal branding	None	1 (Desktop version)	1 (Desktop version)
Customer portal forms / pages	None	OOTB forms and pages	OOTB forms and pages
Knowledge-base articles	None	20	50
Answer authorization process	None	1	1
Answer guides	None	5	5–10
Answer stop words, priority words	None	10, 5	20, 10
Data migration (File import)			
Accounts	2K	5K	10K
Contacts	Associated contacts	Associated contacts	Associated contacts
Assets	Associated assets	Associated assets	Associated assets
Products, categories	50:10	100:30	150:30

The framework's scope

 <p>Incident management</p> <p>Incident creation via email / on-call / self-service, incident queues and business rule configuration, SLAs, escalations, service message templates, service notifications</p>	 <p>Knowledge management</p> <p>Knowledge-base articles, answer access levels, answer statuses, answer authorization process, guides, stop words, priority words</p>	 <p>Contact management</p> <p>Contact and organization creation / edit process, business rule configuration</p>	 <p>Web self-service</p> <p>Customer portal configuration, customer portal branding to customers web standards, set up of portal for knowledge base and ask-a-question functionality, login account page</p>	 <p>Site management</p> <p>Navigation sets, creation of account profiles, staff accounts configuration</p>	 <p>Feedback</p> <p>Setting up surveys, questionnaires, themes, dynamic email content, DL, etc.</p>	 <p>Reports and dashboards</p> <p>Out-of-the-box reports as well as customization of standard reports</p>
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For more information, contact askus@infosys.com

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