



Getting Started with Oracle Service Cloud (Paperback)

By Richard Napier

Play Technologies, 2017. Paperback. Condition: New. Language: English . Brand New Book ***** Print on Demand *****.Oracle Service Cloud (OSvC) is Oracle s flagship cloud-based customer service product. Oracle Service Cloud (formerly RightNow) helps businesses to understand their customers, and the complete customer service solution provides the tools and technologies that help companies adapt to customers changing needs. In this practical, accessible, full-colour book, join leading trainer Richard Napier as he takes you on a journey into the universe of Oracle Service Cloud. A universe that includes Incidents, Answers, Administration, and the Business Automation of the Agent Desktop and your Customer Portal. This book is a superb standalone resource or perfect complement to your Oracle University Service Cloud (RightNow) Training and covers the real-world use of Workspaces, Workflows, Guided Assistance, Chat, and More. Test yourself with over 50 challenging questions to make sure you are ready for OSvC! Get to grips with OSvC quickly and easily. > Set up Users, Profiles and Workspaces to personalize your agents work environment > Create Business Rules and Workflows to improve quality, standardize responses, and increase accuracy when working with customers > Create a customized, branded Customer Portal > Build Outreach Campaigns and Surveys...



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