

SIEBEL CALL CENTER ON DEMAND



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

Building and maintaining a contact center can prove cost-prohibitive and resource-intensive. Yet you're committed to providing your customers with a personalized multichannel communications experience across sales, marketing, and service interactions. Siebel's Call Center On Demand provides world-class support channels without the up-front investment in complex hardware and software traditionally required to build a contact center.

Deploy a World-Class Contact Center: No Assembly Required

Siebel Call Center On Demand delivers hosted voice, voice-mail, e-mail, and Web communications as a fast, flexible, and affordable monthly service.

The completely hosted solution is embedded directly into Siebel CRM On Demand, the hosted CRM solution from Oracle, or available as a stand-alone hosted solution offering voice, voice mail, e-mail, and reporting. Siebel Call Center On Demand also provides flexible deployment options for organization with existing on-premises CRM deployments, by integrating with Oracle E-Business Suite, PeopleSoft, and Siebel CRM applications for rapid computer telephony integration (CTI) and multichannel support.

With Siebel Call Center On Demand, companies of all sizes can now provide unparalleled sales and service support without investing in the complex web of hardware, software, and CTI resources traditionally required to build a contact center. And, because it's a hosted offering, Siebel Call Center On Demand enables your agents to provide superior customer support from any location. A telephone and internet-connected PC are the only equipment needed.

Eliminate Expensive and Time-Consuming Integration

Siebel Call Center On Demand is the first and only hosted contact center built directly into a hosted CRM solution. With a Communications tab embedded in Siebel CRM On Demand, Siebel Call Center On Demand streamlines agent productivity, by consolidating telephone, voice-mail, e-mail, and Web communications in one central repository.

Siebel Call Center On Demand's communications toolbar is built into Siebel CRM On Demand to provide easy access to call controls from anywhere in the CRM application.

The value? You avoid the cost and risk of integrating hosted or on-premises solutions from multiple vendors and preserve the speed and affordability that make hosted solutions attractive.

KEY FEATURES

- Hosted voice, voice-mail, e-mail, and Web communications
- Hosted ACD, IVR, and PBX capabilities
- Toll-free-number provisioning
- Automatic screen pops via built-in CTI
- PSTN and VoIP support
- Route customers to the right agent, based on customized workflow rules

Agent Features

- Single contact center and CRM interface
- Built-in Communications tab for managing phone, voice-mail, and e-mail activities
- Automatic activity creation in Siebel CRM On Demand
- Ability to transfer calls to other agents or skill groups
- Ability to instantly execute callbacks and dial out
- Ability to route customer calls and voice mails to any mobile device
- Auto-suggest e-mail response

Supervisor Features

- Unified contact center and CRM analytics
- Real-time and historical analytics
- Call monitoring and recording
- Whisper coaching

Administrator Features

- Ability to add or delete agents on the fly
- Ability to create custom greetings and on-hold messages
- Ability to instantly add new toll-free or toll numbers

A single solution functions better, improving agent productivity. More important, it enables greater flexibility, a single customer database, and deeper customer insight to drive better business decisions.

The screenshot displays the Siebel CRM On Demand interface. The top navigation bar includes 'Home', 'Calendar', 'Accounts', 'Communications', 'Contacts', 'Opportunities', 'Forecasts', and 'Reports'. The main content area is titled 'Communication Homepage' and features a 'My Inbox' table with columns for Start Time, Activity Subtype, Status, Subject, Contact, Lead, and From. Below this, there are sections for 'Communications Lists' and 'Recently Completed Communications'.

Start Time	Activity Subtype	Status	Subject	Contact	Lead	From
5/3/2005 02:14 PM	Inbound Email	In Progress	Inbound Email bevo14@gmail.com			bevo14@gmail.com
5/3/2005 02:14 PM	Inbound Email	In Progress	Inbound Email bevo14@gmail.com			bevo14@gmail.com
4/28/2005 01:13 PM	Inbound Email	In Progress	Inbound Email bevo14@gmail.com			bevo14@gmail.com
4/26/2005 09:29 AM	Outbound Call	In Call	Outbound Call 7192640480			Mike Betzer
4/26/2005 09:26 AM	Inbound Call	In Call	Inbound Call 5126520900			5126520900
4/26/2005 08:21 AM	Inbound Call	In Call	Inbound Call 5126520900			5126520900
4/26/2005 08:20 AM	Inbound Email	In Progress	Inbound Email bevo14@gmail.com			bevo14@gmail.com
4/26/2005 08:20 AM	Inbound Email	In Progress	Inbound Email bevo14@gmail.com			bevo14@gmail.com
4/22/2005 12:20 PM	Inbound Call	In Call	Inbound Call 7192640480			7192640480
4/13/2005 03:08 PM	Inbound Voicemail	In Progress	Inbound Voicemail 5129246788	Lily Guterman		5129246788

Siebel Call Center On Demand's built-in computer telephony integration (CTI) automatically logs multichannel interactions directly into Siebel CRM On Demand.

Personalized Multichannel Communications

Siebel Call Center On Demand routes calls, voice mails, e-mail, and Web communications with a highly scalable hosted automated call distributor (ACD) and Interactive Voice Response (IVR) platform that enable intelligent call routing to multiple locations and workgroups with customizable greetings and on-hold options.

Incoming calls and e-mails are automatically routed to the right agent or workgroup, based on flexible workflow rules such as agent skill sets and availability, customer profile, and real-time caller responses to IVR prompts. Siebel Call Center On Demand's being built directly into Siebel CRM On Demand enables automatic interaction tracking across individuals and departments. With Siebel Call Center On Demand, your company can rapidly respond to customer inquiries with personalized communications that increase customer satisfaction.

Gain Deep Customer Insight

Siebel Call Center On Demand extends the power of Siebel CRM On Demand's analytics, to provide real-time and historical analyses that drive business insight into a broad range of customer communications metrics such as average handle time and average answer speed. You'll be able to track call resolution times, hold times, call abandonment rates, dialed numbers (DNIS), and much more by using the built-in reports and ad hoc analysis capabilities. This insight equips you to proactively address issues and continually improve performance across communications channels for your sales, marketing, and service departments.

Enable a Flexible Workforce

Siebel Call Center On Demand enables your employees to work from multiple locations seamlessly, without requiring duplicate investments in telephony infrastructure or integration. With Siebel Call Center On Demand, you can support a highly mobile workforce to ensure that customer interactions are handled consistently and professionally across channels. A flexible staffing solution allows you to expand service hours for your customers and rapidly add highly specialized agents to the appropriate areas of your business in a cost-effective manner.

The result? Your company can better support customer needs, increasing first-call resolution while reducing costs.

Scale as Customer Demand Grows

With Siebel Call Center On Demand, you pay only for what you need. You can easily add agents or customize agent skills in response to seasonal demand, company promotions, product recalls, or any other change in the market. Supervisors can simply add users, and new qualified agents are ready to support customers within seconds.

Bottom Line

By providing a built-in multichannel contact center solution that you can deploy immediately without the need for integration, Siebel Call Center On Demand maximizes your return on investment.

The Siebel CRM On Demand Advantage

Comprehensive, integrated CRM. Proven business results. More than 12 years of experience in delivering CRM globally. Siebel CRM On Demand is an industry-leading On Demand CRM solution that is reinventing the way business targets, acquires, and keeps more customers.

For more information on how Siebel Call Center On Demand can simplify your contact center complexities, call 1.866.906.7878 or visit www.crmondemand.com.

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