

OpenWorld 2018

Retail Functional Help Desk

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Global Customer Support – Retail
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NEXT 15-MINUTE
BRIEFING

Retail Functional Help Desk



Oracle Functional Help Desk Support

Tailored functional and technical support for all Retail components



Personalized Support for your
Customers or Employees

Allows you to focus on your core business while giving your customers and/or employees an efficient and effective help desk experience.

- Single point of contact for Level 1 functional and technical support
- Team of resources with customer-specific knowledge and product expertise
- Proactive and reactive support to assist with the usability of Retail solutions

Oracle Functional Help Desk Support

A comprehensive L1 Help Desk



Direct Access

- Single point of contact 24x7
- Dedicated 800#
- Quick access to expertise, regardless of product knowledge level of end-user
- Increase employee satisfaction



Personalized

- Aligned to your specific industry and business requirements
- Knowledgeable about your unique customizations and implementation
- Proactive tips and advice to troubleshoot quickly
- Boost productivity of personnel



Tools

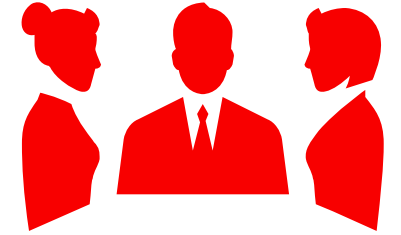
- Best-in-class support infrastructure and analysts
- Direct channel to Oracle Premier Support
- Advocate to Oracle Engineering
- Address problems proactively before they become critical



Metrics

- Compliance reporting & monitoring to published standards
- Service delivery plans, quarterly reviews, joint escalation guides
- Gauge performance quickly
- Improve bottom line by reducing downtime

Oversight: Continual Improvement and Review



- **Managers and Supervisors**

- Real time management of call volume and Service Request activity
- Training and coaching, including focused training based on customer feedback
- Proactive maintenance of Knowledge
- Proactive engagement with customers on upcoming events
- Single point of escalation

- **Directors**

- Daily review of metrics and improvement areas
- Staffing decisions

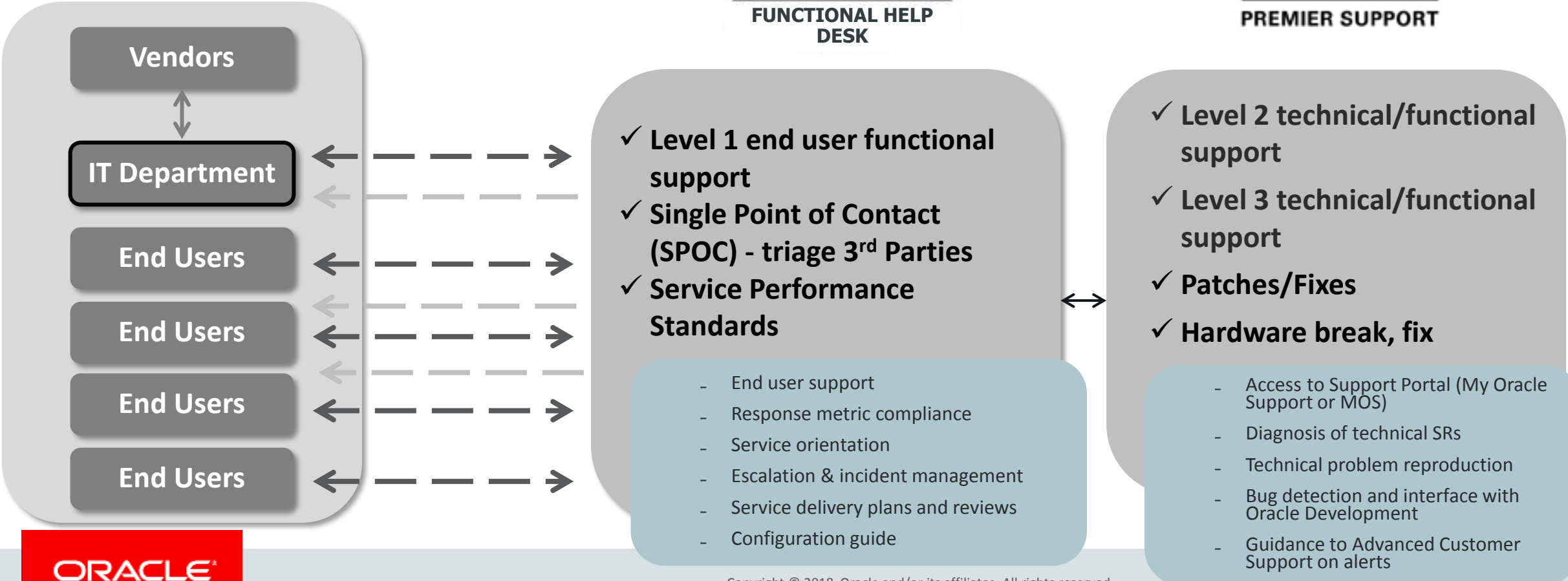
- **Senior Leadership**

- Weekly review of performance along with improvement areas and actions

- **Monthly Customer Reporting**
- **Business Reviews with Senior Leadership when needed**
- **Ongoing trending with customer to ensure appropriate staffing**
- **Ongoing communication for preparedness for special events**

Oracle Functional Help Desk Support

Focus on Your Core Business and Provide an Effective Help Desk Experience



Oracle Support Service Features

Premier & Functional Help Desk

Service Feature	Premier Support	Functional Help Desk
24 x 7 Remote Response	■	■
Access to Oracle Support Portal (MyOracle Support or “MOS”)	■	■
Free upgrades and feature enhancements, bug fixes, critical patches	■	N/A
End-user support via dedicated 800# (password reset, how to's, access, basic troubleshooting)		■
Customized support based on implementation & configuration		■
Compliance metrics for SLO/SLA (Call Answer, Abandonment, and First Call Resolution rates)		■
Triage for 3 rd party products (Single Point Of Contact -SPOC)		■
Escalation Management		■
Proactive advice for problem avoidance		■
Service delivery plans, quarterly reviews and joint escalation guides		■
Technical Account Manager (service governance)		■

Leverage Our Proven Experience

Delivered by product experts using proven processes and technology

- Oracle's industry-leading global support model and best practices ensure operations, training and leadership are **aligned with your unique requirements** to deliver measurable results
- Product specialists work as an **extension of your team** to ensure cultural alignment and brand consistency for exceptional service
- We reshape the customer experience through industry leading technology and an **extensive knowledge** and **training foundation**
- **Eighteen** core languages current staffed across the globe

Recommended Conference Sessions

BQS6486: A Holistic Approach to Harnessing IoT, AI, and Blockchain Technologies for Retail

Wednesday, 11:15AM– 12:00PM

Park Central (Floor 3) – Stanford

BUS6934: Accelerating Business Transformation Through Hybrid Cloud Interconnection

Wednesday, 3:45PM– 4:30PM

MOSCONE South - Room 208



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Subscriptions**



2 Million
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Professionals

Integrated Cloud

Applications & Platform Services

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Support Delivery Capabilities

- Tenure of Team
 - Level 1 – Average 6 years
 - Level 2 – Average 12 years
 - Management – Average 12 years
- Language Support
 - 18 core languages currently staffed
 - Additional staffing based on customer need
 - Translation Support for lower call volume/unique languages



- Staffing
 - Level 1
 - First Call
 - Determine initial triage
 - Based on strong Customer Specific knowledge
 - Level 2
 - Deeper level of triage/troubleshooting
 - Store/device connection

New Customer Integration

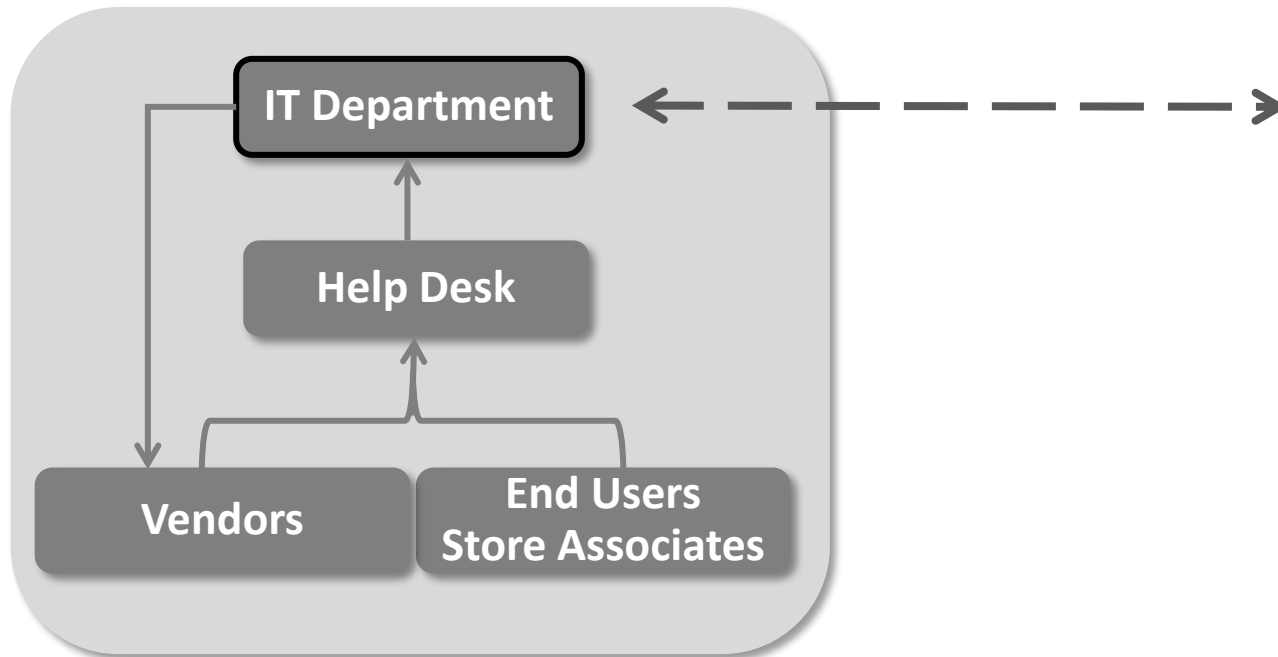
- Single 800 Number for all global locations
- Proven practice for onboarding a new customer
- Partner to develop specific Knowledge Helpers used by product specialists
- Partner to develop optimal store roll out plan based on best practices
- Enable additional staffing based on store roll out
- Enable standard tools – My Oracle Support and Global Call Center
- Knowledge Helpers to train product specialists



Standard Oracle Premier Support Engagement



Retail Store



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PREMIER SUPPORT

- ✓ Level 2 technical/functional support
- ✓ Level 3 technical/functional support
- ✓ Patches/Fixes
- ✓ Hardware break, fix

- Access to Support Portal (My Oracle Support or MOS)
- Diagnosis of technical SRs
- Technical problem reproduction
- Bug detection and interface with Oracle Development
- Guidance to Advanced Customer Support on alerts