

Oracle B2B Service: Service Implementation

Code:	D99365GC10
Length:	3.5 days
URL:	View Online

In this hands-on course, you'll learn the core knowledge to enable you to perform an initial Oracle Engagement Cloud: Service Implementation. The course builds on your existing knowledge and shows you the common configurations to get up and running fast.

Learn To:

- Configure service request management, productivity tools, and entitlements.
- Configure queues, routing, and assignment.
- Configure email and templates.
- Configure real time channels such as voice and chat.
- Create and maintain knowledge articles.
- Tailor a Digital Customer Service (DSC) portal.

Benefits to You

Practice implementation steps to ensure your deployment is as smooth as possible. Gain insights from recommended practices.

Skills Gained

- Configure email and templates
- Configure queues, routing, and assignment
- Configure real time channels such as voice and chat
- Configure service request management, productivity tools, and entitlements
- Create and maintain knowledge articles
- Tailor Digital Customer Service (DCS)

Who Can Benefit

- Administrator
- Configuration Consultant
- Configuration Implementer
- Implementation Consultant
- Technical Administrator
- Technical Consultant

Prerequisites

Suggested Prerequisite

- Oracle Sales and Service: Core Team Training

Course Details

Topics

- Service Introduction
- - Service Request Management
 - Knowledge Management
- Security and Visibility
- - Roles, Mappings, and Hierarchies
 - Multiple Business Units (BUs)
 - Queries and Filters
- Service Request Management
- - Messages and Responses
 - Statuses
 - Queues
 - Access
- Assignments and Routing
- - Rules
 - Omnichannel
 - Availability and Notifications
- Email Processing
- - Channels and Mailboxes
 - Templates
 - Outbound and Inbound emails
- Real-Time Interactions

- - Chat and Co-browse
 - Live Window
 - Computer Telephony Integration (CTI)
 - Multichannel Adapter (MCA) Framework
- Productivity Tools
- - Keyboard Shortcuts
 - SmartText
 - Action Plans
- Entitlements
- - Schedules and Exceptions
 - Coverages
 - Milestones
- Knowledge Management
- - Articles and Content Types
 - Authoring and Publishing
 - Search Dictionary and Content Processing jobs
 - Users, Roles, and Locales
 - My Knowledge
- Digital Customer Service (DCS)
- - Self-registration and Auto-Approval
 - Visual Builder Cloud Service (VBCS)
 - Reference Implementation and Publishing
 - Pages, Themes, Templates, User Interface Components, and Business Objects
- Service Request Management
- Knowledge Management
- Offerings, features, and set up tasks
- Layouts and integrations

Security and Visibility

- Roles, Mappings, and Hierarchies
- Multiple Business Units (BUs)
- Queries and Filters

Service Request Management

- Categories

- Product Catalog
- Messages and Responses
- Statuses
- Queues
- Access

Assignments and Routing

- Rules
- Omnichannel
- Availability and Notifications

Email Processing

- Channels and Mailboxes
- Templates
- Outbound and Inbound emails

Real-Time Interactions

- Chat and Co-browse
- Live Window
- Computer Telephony Integration (CTI)
- Multichannel Adapter (MCA) Framework

Productivity Tools

- Keyboard Shortcuts
- SmartText
- Oracle Social Network
- Action Plans

Entitlements

- Schedules and Exceptions
- Coverages
- Milestones

Knowledge Management

- Articles and Content Types
- Authoring and Publishing
- Search Dictionary and Content Processing jobs
- Users, Roles, and Locales
- My Knowledge

Digital Customer Service (DCS)

- Self-registration and Auto-Approval

- Visual Builder Cloud Service (VBCS)
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