

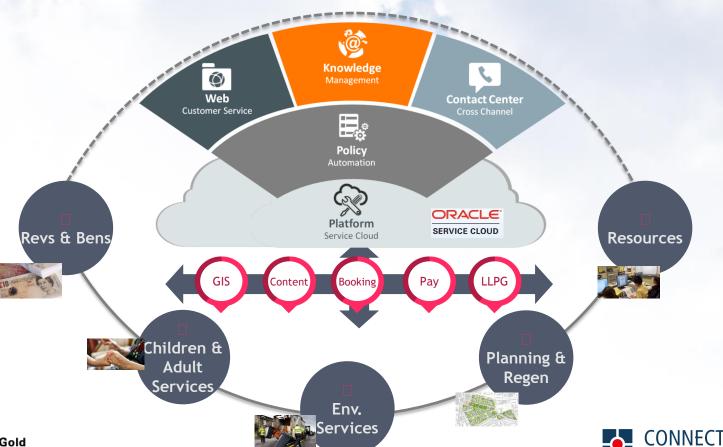
## Oracle Service Cloud for



#Change the Economics of Service Delivery



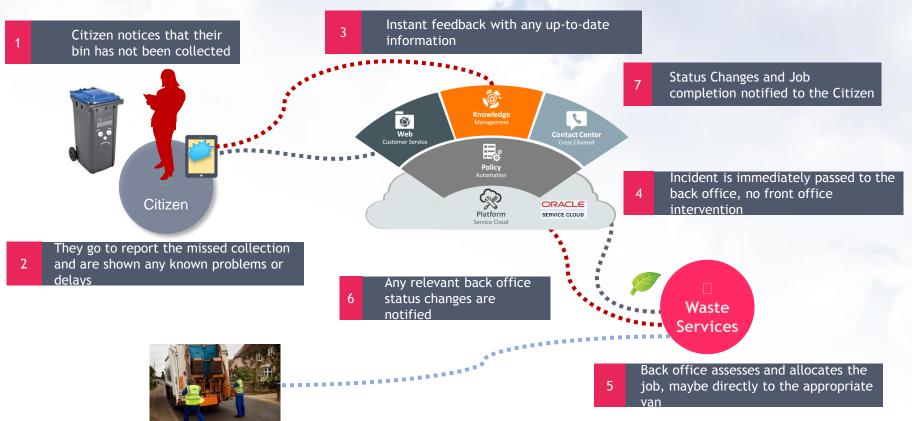
## Connected Customer Processesnnex D







## Results: Joined Up Citizen Experiencel













## Optimized Contact Handling

**Access Channels** 

Simple interactions

Tier One

Signposting, simple information provision, reporting, tracking of services

Tier Two

Detailed information/advice, complaints handling, simple case assessment

Tier Three

Complex case assessment, service delivery

High Volume

Low Volume

Complex processes



