

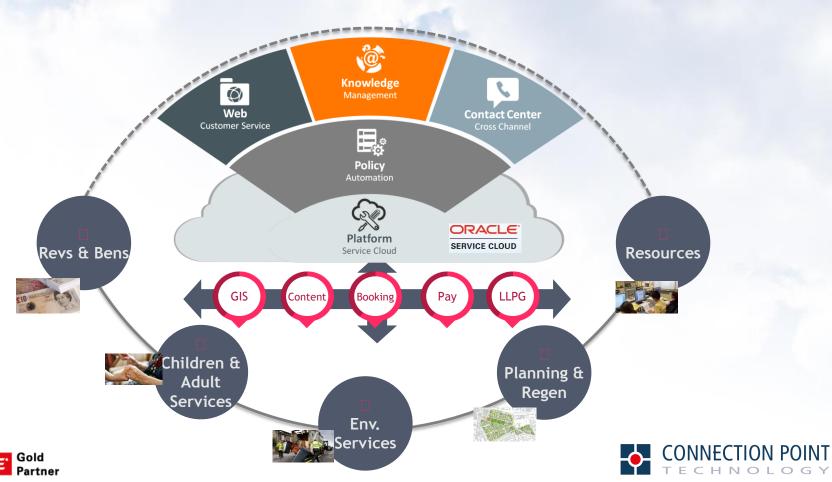
# Oracle Service Cloud for



#Change the Economics of Service Delivery

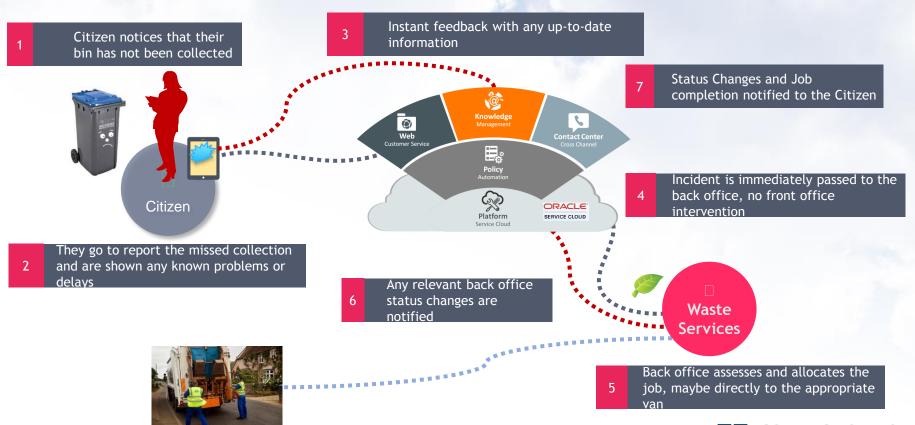


### Connected Customer Processes



**ORACL** 

### 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



