

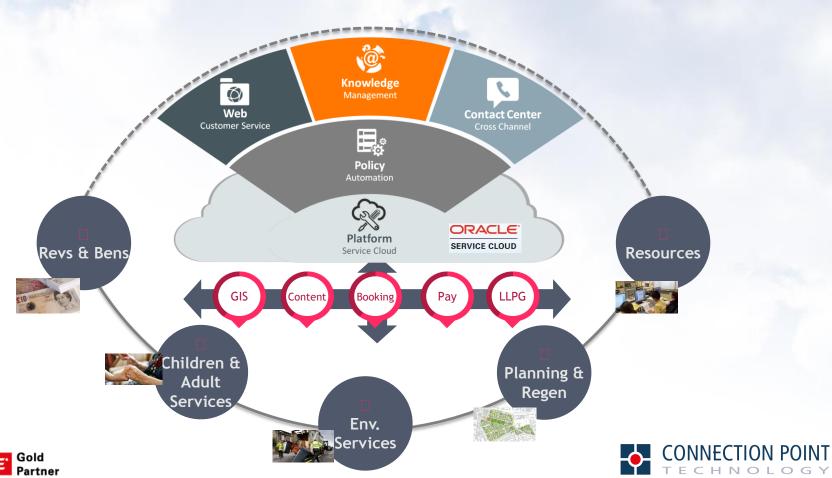
Oracle Service Cloud for



#Change the **Economics** of **Service Delivery**



Connected Customer Processes



ORACL

Results: Joined Up Citizen Experience!













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



