

Oracle CX Cloud Solutions

Our Oracle CX Cloud Solutions Experience

SNAK INDIA CX Cloud Solutions deliver innovative, on-demand, personal experiences
Designed solutions with a user friendly approach. With a focus on flexibility – in scope, price, and time –
We play a crucial role in enabling data visibility, data integrity, process efficiency, and people productivity.



Simplify and
streamline
business
processes



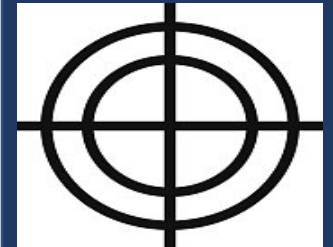
Faster
implementations



Improve end to
end customer
experience



Optimize Total
Cost of
Ownership



Well-defined
scope, schedule,
and delivery
models

Our Approach

Assesment



- ▶ CX solution assessment
- ▶ Requirement evaluation
- ▶ Use case definition
- ▶ Technical feasibility
- ▶ Implementation review

Solution implementation



- ▶ Proof of concept
- ▶ Building solution
- ▶ Implementation
- ▶ Integration
- ▶ Customizations

Outcomes



- ▶ Business transformation
- ▶ Maintenance and support
- ▶ Remote administration
- ▶ Productivity improvements
- ▶ Optimizing TCO

Oracle CX Cloud Products Enablers – Our Expertise

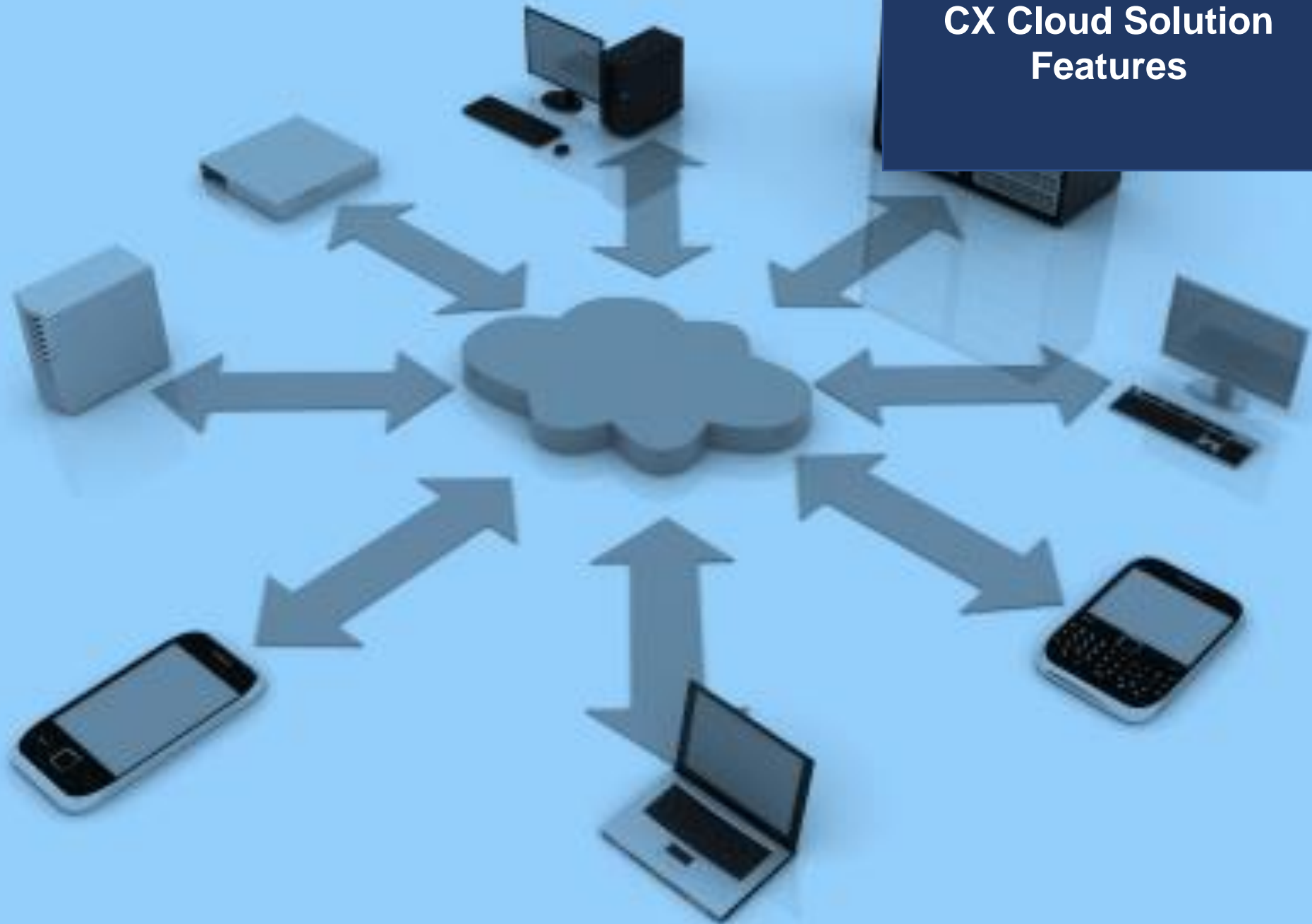
Oracle Sales
cloud

Oracle service
cloud

Oracle
Engagement
Cloud

Oracle
Marketing
cloud

CX Cloud Solution Features



Oracle Sales Cloud Features



Oracle Sales Cloud

- ▶ Sales Force Automation
- ▶ Unified Sales and Service
- ▶ Track and Manage Service Issues
- ▶ Service Request Analytics

- ▶ Increased forecast accuracy and reduced the sales cycle time
- ▶ Transformed the compensation plan landscape
- ▶ Real-time incentive compensation solution
- ▶ Improving sales representative productivity

- ▶ Reduced payment errors and improved sales quota attainment
- ▶ Reduced the time taken to develop new compensation plans

Oracle Marketing Cloud Features



Oracle Marketing Cloud

- ▶ Marketing Automation
- ▶ Cross-Channel Orchestration
- ▶ Data Management Platform
- ▶ Content Marketing
- ▶ Social Marketing

- ▶ Testing & Optimization
- ▶ Enhanced campaign effectiveness
- ▶ Reduced time spent on campaign creation
- ▶ Increased customer conversion through digital marketing

Oracle Service Cloud Features



Oracle Service Cloud

- ▶ Knowledge base creation and management
- ▶ Multi-channel social brand monitoring
- ▶ Multiple customer self-service tools

- ▶ Improved knowledge acquisition and retention of customer interactions
- ▶ Comprehensive self-help solution to increase customer responsiveness

STAK INDIA Expertise



Our CX Practice – Key Differentiators



Expertise



Knowledge Expertise



Rapid Deployment



Automation

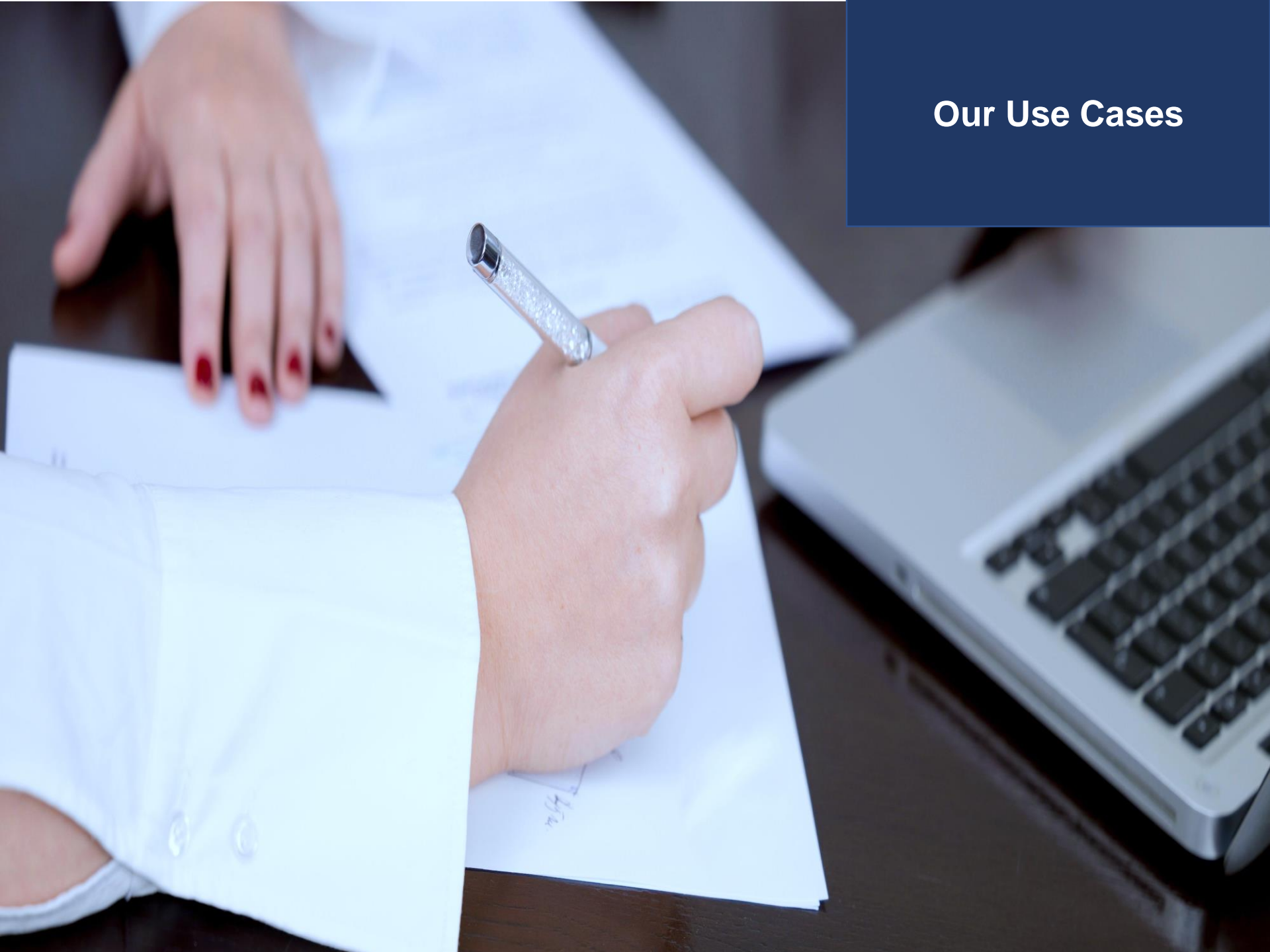
- ▶ CX – rapid implementation workbench
- ▶ Flexible delivery model
- ▶ Hybrid agile methodology

- ▶ CX Expert Consultant
- ▶ Subject matter experts
- ▶ Oracle CX Solution competency Knowledge and material

- ▶ Fixed price and fixed scope offerings
- ▶ Functional capabilities
- ▶ Technical capabilities

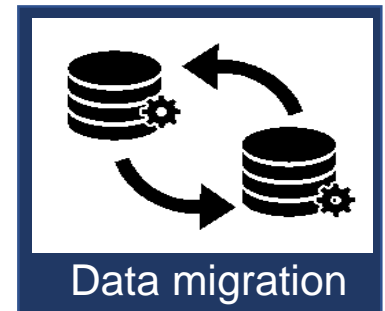
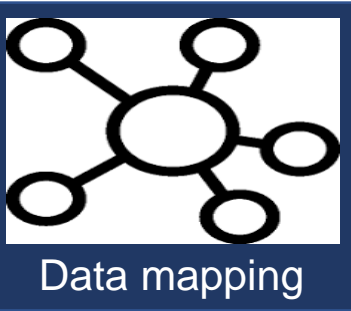
- ▶ Data Integration services
- ▶ Automated Testing
- ▶ Oracle Sales Cloud Migration Utility

Our Use Cases



Data migration solution on oracle cloud marketplace

Developed an add-on solution to move data from external source system to OSC, which had always been a tedious task with a high probability of error in case of manual migration. The solution provides a simple and unified approach to migrate or integrate data over any distance, regardless of the server platform or storage vendor.



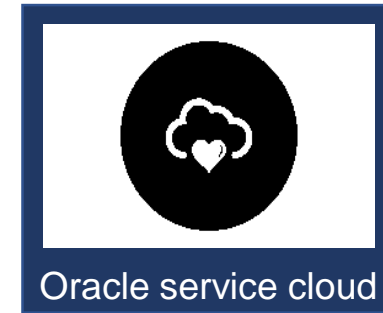
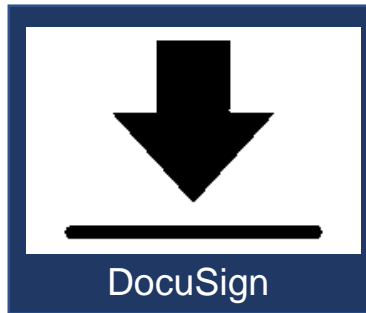
Highlights

- ▶ Reduces effort in data extraction and migration process by 30 percent
- ▶ Minimizes the as-is analysis and to-be analysis cycles related to data migration
- ▶ Reduces the cost, complexity, and risk of moving



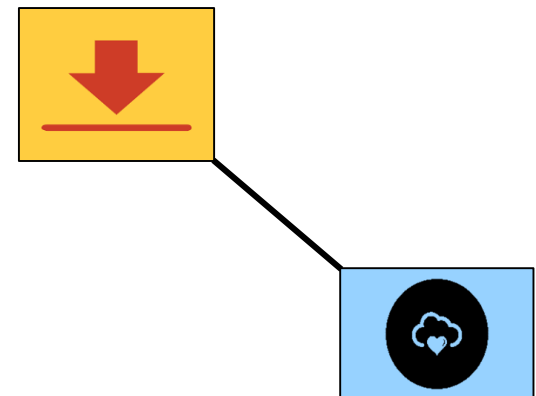
Oracle Services Cloud and DocuSign Integration

SNAK INDIA has developed an integration connecting Oracle Service Cloud and DocuSign. The integration will provide easiness to manage your documents.



Highlights

- ▶ Synchronizes customer information between Oracle Service Cloud and DocuSign
- ▶ Gives the support personnel visibility to manage documents
- ▶ Migrate DocuSign data to Oracle Service Cloud



Thank You for looking our solution, Please feel free to contact us on given below contact us information.

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