Oracle CX Service

Oracle CX Service delivers personalized service experiences to consumers and businesses. Engage customers on any channel and resolve issues effectively backed by knowledge, intelligence, and automation.

B2C Service

Customer service for high-volume interactions

B2B Service

Customer service for high-value accounts

니 Digital Customer Service

Omnichannel, self-service interactions

Self service Embedded inlays Integrated knowledge

Unified desktop

Case management

Visual engagement

Digital Assistant Chat and co-browse Messaging

Smart engagement Video chat Email and ask a question form



Service Center Empowered agent interactions

Integrated knowledge

Guided resolution Telephony control Customer engagement Analytics Contextual experiences



Knowledge management authoring and publishing

Content authoring Search Guided knowledge

Analytics Authoring collaboration Smart assistant

Knowledge anywhere Proactive answers Side-by-side language translation

✓ Intelligent Advisor Advice and decision automation

Self-service advice Agent guidance

Advice authoring Advice analytics

Decision services Decision compliance

Field Service Field service management

Capacity Management Core Application Field Collaboration

Communication Routing Mobility

Smart Location Real-Time Traffic Forecasting



Customer Data Management Customer data quality and enrichment

Clean, complete customer master Shared customer 360

Account data

Contact data Data cleansing Deduplication

Dun & Bradstreet data enrichment Address verification Firmographic data enrichment

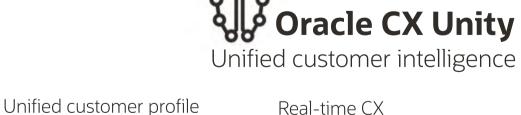


Oracle CX Content Smart content and authoring

Digital asset management

Universal Asset Hub Collaborative platform Smart authoring

Machine-driven tagging Content recommendations Video streaming Workflows API-first, headless



Real-time personalization Ad channel activation

Identity resolution Configurable data models Martech integration Data enrichment

Built-in Al







To learn more, visit Oracle.com/service