

Oracle Service Cloud incident management

FORWARD & TRACK

forward incident requests to external people and track progress



ADD-IN DESCRIPTION

First line agents often come across questions or issues they do not know the answers to, but someone without access to Oracle Service Cloud does...

How to effectively inform an external person, exchange messages, manage relevant information and solve the incident without leaving the Oracle Service Cloud workspace?

WeSquare has developed the Forward & Track add-in, that allows agents to forward incidents, communicate with external people and track progress on follow-up from within the Oracle Service Cloud workspace.

WHAT WE DO

As a Certified Specialist Oracle Gold Partner, WeSquare implements Oracle Service Cloud add-ins, custom processes and integrations that have proved to enhance results among our clients over the last few years.

Despite integrating specific OSC customizations, WeSquare add-ins can be licensed off the shelf without basic costs for building and testing.

INTERESTED?

Please get in touch to integrate the Forward & Track add-in to your Oracle Service Cloud environment and enhance inbound team effectiveness and efficiency. WeSquare can deliver today and support your solution in the future, depending on what is required.

“Improving complete and complex Oracle Service Cloud solutions is what we do best, cost effectively.”

KEY FEATURES

- Involve external people in incident management
- No Oracle Service Cloud licenses required for experts
- Forward incident content to e-mail address
- Track progress on forwarded incidents in OSC (status)
- External replies show in incident thread
- Reply including attachments
- Reminder service
- Logging of activity
- Maintain mail templates in OSC

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