

ORACLE CRM [SUPPORT AS A SERVICE]

Pay AS YOU USE MODEL

Technical Support (L2/L3)

CX Cloud on Focus :

Sales Cloud

Service Cloud

CPQ Cloud

Marketing Cloud

Level - 2

- Troubleshooting issues (Incidents)
- Provide root cause on issues
- Investigate & problem resolution
- SLA Adherence
- Troubleshoot batch related issue & perform execution
- User Management
- Plan and execute Service Requests (basic configuration and workarounds)
- Preventive maintenance
- FAQ for recurring issues
- DR plan execution during DR exercise

Level - 3

- Hot Fixes (bugs)
- Code Management – Analysis, Fixing & Testing
- Application maintenance
- Proactive Monitoring (Application)
- Performance Monitoring
- Remote Troubleshooting
- Training Business Users
- Knowledge Management

RPA Automation and BI

Tools:



TechM Automation Tools (In-house)

Uno TacTiX Chatbots Entellio



3rd Party Mainstream Tools (Licensed)

UI Path Automation Anywhere Blue Prism



Oracle OOB Tools (Licensed)

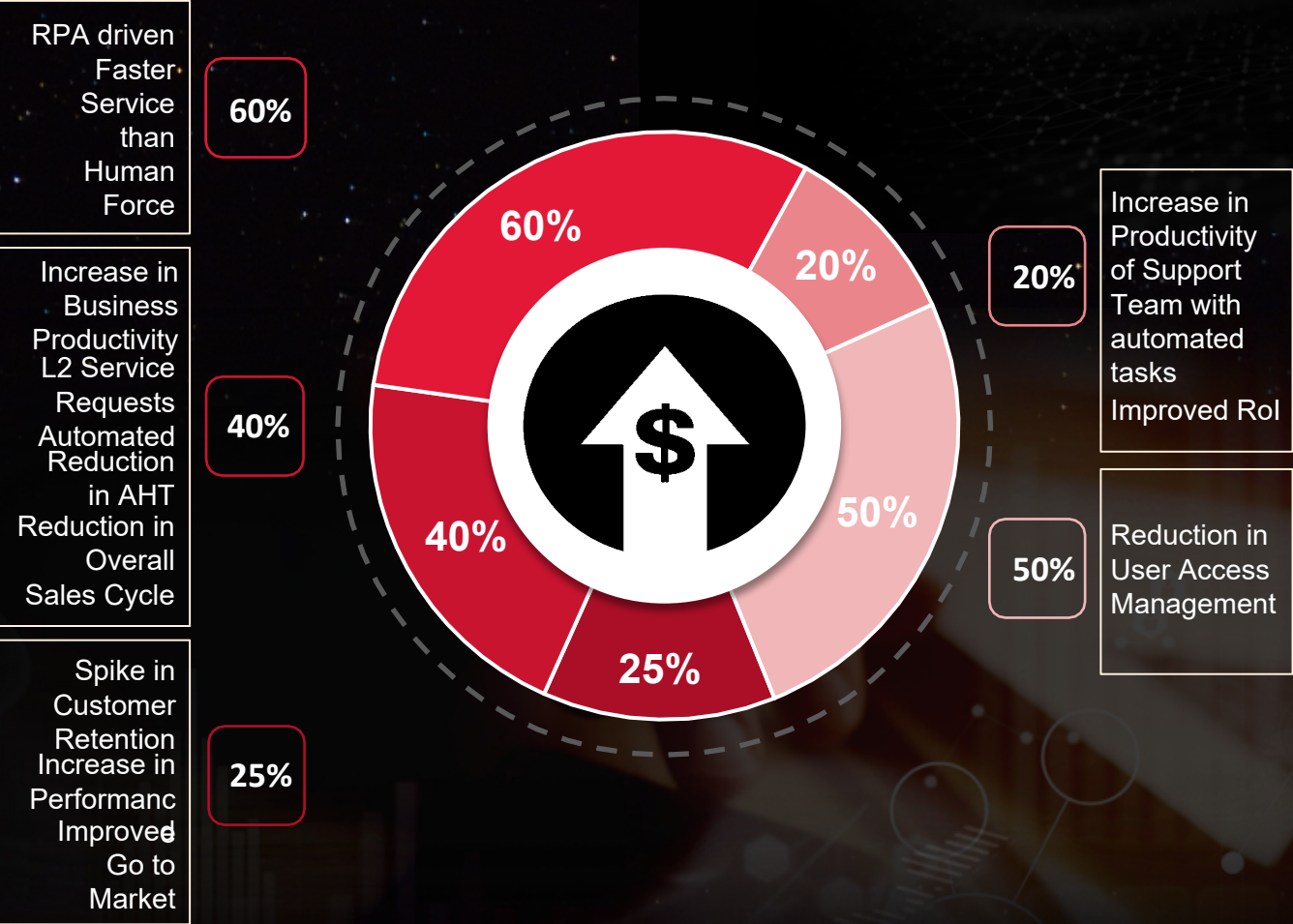
Oracle Digital Assistant (Chatbot)

Automation Use Cases:

| SALES & MARKETING | RPA/BI |
|--|---------------------|
| Lead Nurturing (follow through variety of different channels by enabling instant follow-ups and interactions with leads) | Automation Anywhere |

| | |
|---|---------|
| Pricing and Competition Monitoring : Track competitor websites and prices in real-time | UI Path |
| Business Intelligence Reporting : Sales - data from different sources | UI Path |

| SERVICE | RPA/BI |
|---|---|
| Customer/Employee on-boarding | UI Path |
| Resolving Billing Disputes | UI Path |
| Order Processing/Tracking | Digital Assistant |
| Compliance Reporting | Digital Assistant |
| Order & Shipments (Shipment Tracking & Customer Notifications) | UI Path Digital Assistant |
| Updating Client Profiles | Digital Assistant Automation Scripts |
| Closing Fraudulent Accounts | UI Path |
| Large volume of invoice processing requests through CRM to ERP | UI Path |
| Contract Management : Track contracts Track Renewals Report upcoming expirations Notify customer renewals | UI Path |



Our Service Catalog


| | SILVER | | GOLD | | PLATINUM | |
|--------------------|--------------------------|-----------------|-------------------------------|-----------------|-----------------------------|-----------------|
| | Initial Response | Resolution Time | Initial Response | Resolution Time | Initial Response | Resolution Time |
| Simple - P1 | 0.5 | 2 | 0.5 | 2 | 0.5 | 2 |
| Simple – P2 | 3 | 5 | 1 | 5 | 1 | 3 |
| Simple – P3 | 5 | 8 | 3 | 5 | 1 | 4 |
| Medium - P1 | 0.5 | 8 | 0.5 | 8 | 0.5 | 6 |
| Medium – P2 | 3 | 16 | 1 | 12 | 1 | 8 |
| Medium – P3 | 5 | 24 | 3 | 16 | 1 | 12 |
| Complex - P1 | 0.5 | 12 | 0.5 | 8 | 0.5 | 6 |
| Complex – P2 | 3 | 18 | 1 | 12 | 1 | 10 |
| Complex – P3 | 5 | 24 | 3 | 18 | 1 | 16 |
| Baseline Tickets | 100 | | 250 | | 500 | |
| Small | 50 | | 125 | | 250 | |
| Medium | 30 | | 75 | | 150 | |
| Complex | 20 | | 50 | | 100 | |
| Time Zone Coverage | 16/5 | | 16/5 | | 24/5 | |
| Add-Ons | Health Check (Yearly) | | Health Check (Half-Yearly) | | Health Check (Quarterly) | |
| | | | Adoption Metrics | | Adoption Metrics | |
| | | | Performance Review | | Performance Review | |
| | | | 5% YoY Reduction | | 10% YoY Reduction | |

**P1 – Priority 1 | P2 – Priority 2 | P3 – Priority 3,
Response & Resolution Times in Hours

Environment

End User Count Skills
App Exchange
Customizations


1000x Users
008%



Coverage

SLAs Geography
Support Levels


P1-P4
8x5~!24x7 L1.5
to L5



Ticket Volume

Problem Tickets
Service Requests
Enhancements

Request Types
P1-P4 Low,
Medium, High



Simple (1-3 hours)

Create/Deactivate User
Reset Password
Modify Profile Access
Create Reports
Minor data fix
Post Cloning Activities

Health Check:

Offer customers to quickly engage and know the health of their Oracle Implementation

Adoption:
Process Standardization & Adoption to TechM NAD Platform

Complex (7-12 hours)

Integration Issue with 3rd party Applications
Changes on Workspace rules & Workflow
Complex Reports
Web services API

Medium (4-6 hours)

Create/Modify Message Templates
Task Template auto creation
Master Data Update
Menu/Widget changes
Chat Configuration/Queues
Data Upload
Modify Approval Hierarchy
Integration Issues

Additional Pricing Parameters



Location

Onsite vs. Offshore
(if asked for specifically)



Catalog Distribution

Occurrence / frequency of items
Threshold & beyond threshold



Service Offerings

Service class based
Service catalogue based
Count of applications



Volume Discounts

Based on new
additional instances /
applications



Instance Count

< 3; 3-6; 6-10; >10



Coverage

8 x 5 ;16 x 5
24 x 7 ;Custom



Tickets

Small (<150/month)
Medium (150 – 300/month)
Large (> 400/month)



Additional Services

Operations
Health Check
Performance Optimization



User Base

< 1000; 1000-5000;
5000-10000; > 10000