

R12.2 Oracle Service Fundamentals

Duration: 4 Days

What you will learn

This R12.2 Oracle Service Fundamentals training is designed to help functional administrators who have limited programming knowledge how to modify key Oracle TeleService and service request functionality to fit your organization's business needs. You will learn how to set up service requests to handle a wide variety of customer problems, while learning how to automatically assign those service requests to the right group for resolution.

Learn To:

- Create service request types for a wide variety of needs.
- Configure reports and automatic notifications.
- Prevent agents from logging duplicate requests.
- Understand the different HTML and Oracle Forms interfaces.
- Set up service request security.
- Generate tasks automatically at service request creation.
- Set the capture additional service request information.

Benefits to You

When you walk away from this course, you will feel comfortable setting up service requests to handle different customer problems. You'll know how to automatically assign those service requests to the right group for resolution, and more.

Please Note

This course is applicable for customers who have implemented Oracle E-Business Suite Release 12, Release 12.1 and Release 12.2.

Audience

Business Analysts
Functional Implementer

Course Objectives

Work with service request charges

Understand creation of a service request via the Contact Center and Service

Request form and the different items of a service request

Identify the basic requirements for creating a service request

Understand the different types of security and the responsibilities required

Navigate within Oracle TeleService interfaces

Define the key concepts of work assignment and how work is automatically assigned

Set up and send automatic notifications

Configure the User Interface

Course Topics

Introduction to Service and Oracle TeleService

E-Business Suite Application Foundation

Customer Management Features

Service Request Management

Service Request Overview and Basic Setups

What is a Service Request?

Setting Up Service Request Types and Statuses Overview

Additional Basic Setups

Categorizing Customer Problems and Resolutions

Response and Resolution Times

Setting Up Service Request Security

Service Request Security Types

Standard Service Security

Custom Security

Setting Up Work Assignment and Distribution

Work Assignment and Distribution Overview

Work Types

Types of Automatic Work Assignment

How Automatic Task Assignment Gets Triggered

Modifying Service Request Reports

Seeded Report Data Definitions and Templates

Modifying a Report Template Overview

Automatic Notifications

Events That Trigger Notifications

Capturing Additional Service Request Information

Different Capture Methods

Contact Center Extended Attributes

Types of Extensible Attributes

Items in Service Requests

Items You Can Log Service Requests Against

What Is Oracle Installed Base?

Setting Up Inventory Items for Oracle Installed Base Tracking

Automatic Generation of Service Request Tasks

When to Generate Tasks Automatically

Setting Up Task Generation on Contact Center Attributes Overview

Overview of Task Generation Setup Based On Request Type, Problem Code, and Items

Checking for Duplicate Service Requests

When to Use Duplicate Checking

Setting Up Duplicate Checking

Setting Up Electronic Approvals and Records

Electronic Approvals and Records

Electronic Approvals and Records Required Setup: Overview

Getting Started with User Interface Modification

Basic UI Modifications

Basic Oracle Forms UI Modifications

Setting Up Oracle Knowledge Management

Oracle Knowledge Management Overview

Searching the Knowledge Base

Setting Up Charges

Verifying Inventory Attributes for Charges

Creating Service Activities and Billing Types

Setting Up Customer Care

Contact Center Dashboard

Creating Profile Variables