

BP4Apps Service

Extensive knowledge models for functional structures of the Oracle Service Cloud

Comprehensive features for enormous competitive advantages and optimal service performance

Thanks to the establishment of permanent, profitable customer relationships with integrated web, social and contact center applications, the Oracle Service Cloud provides enormous competitive advantages. With comprehensive features, costs are reduced and the quality of services is increased simultaneously. In addition to the emphasized customer orientation, the Oracle Service Cloud offers processes and features that allow employees the provision of high-quality, individual and fast customer service. The module-based structure allows for the necessary flexibility to adjust to changing operating requirements in a timely manner.

Comprehensive process and application knowledge

With Horus BP4 Service, the user or application expert receives an easy-to-use knowledge-based system, which is obtained as a service from the Horus Public Cloud. The Horus Knowledge Explorer provides comprehensive business process knowledge for the relevant Oracle application modules. The access for the users is target group oriented and related to the respective purpose of use. This also applies to the possibilities for invaluable knowledge exchange within the company.

Components of the knowledge product BP4 Service

An extensive knowledge base is the core of Horus BP4 Service and allows the user a profound insight into the functional structures of Oracle Cloud Applications. This knowledge base consists of easily comprehensible, logically linked models that provide different perspectives on the user-relevant aspects of Oracle Cloud Applications.

The core consists of the following modeling components:

- Management of all customer service channels on one platform
- Proactive customer communication through service profiles
- Efficient processing of service requests

**Oracle
Service Cloud**