

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

Lead Nurturing (follow through variety of different channels by enabling instant follow-ups and interactions with leads)

RPA/BI

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

RPA driven
Faster Service
than
Human
Force

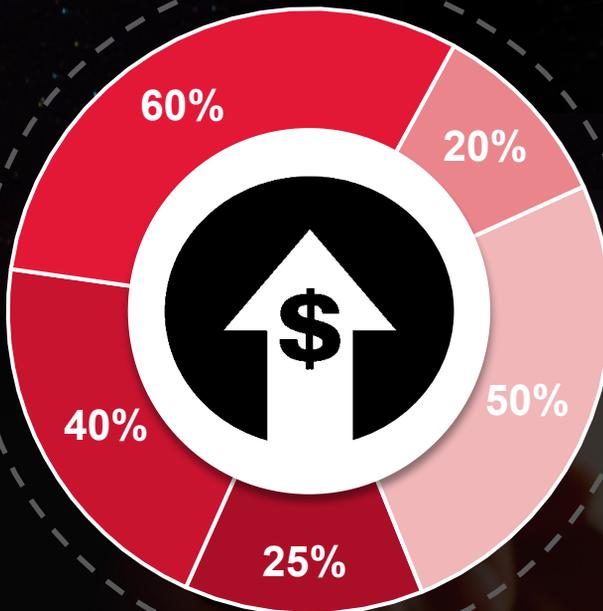
60%

Increase in
Business
Productivity
L2 Service
Requests
Automated
Reduction
in AHT
Reduction in
Overall
Sales Cycle

40%

Spike in
Customer
Retention
Increase in
Performanc
Improved
Go to
Market

25%



Increase in
Productivity
of Support
Team with
automated
tasks
Improved Rol

20%

Reduction in
User Access
Management

50%

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	Coverage	Ticket Volume
End User Count Skills App Exchange Customizations	SLAs Geography Support Levels	Problem Tickets Service Requests Enhancements
1000x Users 008% 	P1-P4 8x5~!24x7 L1.5 to L5 	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

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

Health Check:

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

Adoption:

- Process Standardization & Adoption to TechM NAD Platform

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