



Oracle Product Alignment Announcement

WebQA and Oracle have extended their ongoing relationship to provide fully integrated multi-channel service solution add-on products to enhance the Oracle CRM On Demand offering. When used in conjunction with Oracle CRM On Demand, WebQA OnDemand 2.0 services provide customers with extended online self-service capabilities, while helping to lower overall support costs. All WebQA offerings are completely hosted and delivered through a Software as Service (SaaS) model. The WebQA OnDemand offering consists of three products:

WebQA OnDemand Portal:

Our OnDemand Portal is built upon our own WebQA toolset to provide a full-featured portal into Oracle CRM On Demand. It provides the unique ability to extend features and functions to both customers AND partners. All features of the portal come “out of the box” and are fully integrated not only with the standard Oracle CRM On Demand objects, but also with any of your custom objects. Acting as a logical front end extension into Oracle CRM On Demand, the portal consists of:

- Dynamic Self – Service Knowledgebase
- Service Request Creation and Management
- Ongoing Communication management utilities
- Entitlements based on Account and Contact information
- Ability to easily link and expose third party information

WebQA OnDemand Workflow:

WebQA OnDemand Workflow provides additional layers of workflow sophistication that expand upon the built in capabilities within Oracle. Through our graphical interface, you can easily create and manage the workflow rules. Among many functions, the power of WebQA OnDemand Workflow, allows you to:

- Provide true Service Level Agreement (SLA) functionality with timed event abilities that can be based on working schedules of days or hours.
- Trigger the execution of notifications via email using templates or direct updates to Oracle CRM On Demand data.
- Create, organize and manage Service Request escalation functions without the need to learn complicated workflow rules syntax.

WebQA OnDemand High-Availability:

WebQA OnDemand High-Availability ensures that Oracle CRM On Demand clients can service customers every hour of every day: 7/24/365. By replicating certain key elements of data from Oracle CRM On Demand, WebQA’s platform can keep you operational even when Oracle’s CRM On Demand is unavailable for maintenance. Our back end administration tool allows you to continue to service and work service requests/tickets and then sync the updates to Oracle CRM On Demand once it becomes available.

To learn more, download the WebQA OnDemand data sheet. All WebQA OnDemand service offerings are currently undergoing a revalidation process to the current Oracle CRM On Demand version.