

FACT SHEET / ORACLE®

DQ-Connector Oracle Siebel CRM

The following also applies to internationally leading CRM platforms such as Oracle Siebel: A CRM system is only as good as the quality of the data used and stored in it. In particular, customer, contact and address data play a key role here. because only the highest address quality and duplicate-free customer data provide the Single View of the Customer. The Uniserv DQ-Connector for Oracle Siebel CRM makes a substantial contribution towards increasing the data quality in Oracle Siebel CRM since it enables the productive capacity of the CRM to be utilized in full.

1. Provisions

- Prevention of added costs and damage to the image which can be caused by incorrect addresses and dead letters.
- Prevention of duplicates in contact data which undermine the objective target and mode of operation of a CRM system, because different information on the same customer in various data records counteracts the goal of a complete, single 360° view of sales, marketing, professional services and the help desk. The efficient overall use of the CRM system is thereby inhibited.
- High-speed access and error-tolerant searching for information in the Oracle Siebel CRM system. Care during data entry is guaranteed and promoted by fast processing times. The status quo of the customer data in the CRM system therefore remains at a high level in the long-term.

2. Advantages

- Guaranteed high quality of the data in the Oracle Siebel CRM system
- Highly efficient sales and marketing processes
- Increased customer satisfaction and stronger ties with the customer
- Motivated employees who outwardly represent the quality demands of the company with regard to customer contact through a well maintained CRM system

3. Functions

The Uniserv Data Quality Connector provides routines for increasing and securing the data quality in Oracle Siebel CRM:



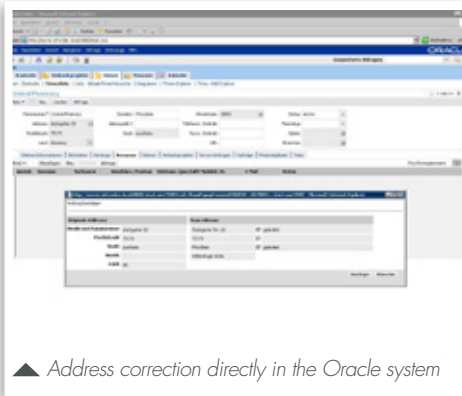
CUSTOMER DATA SEARCHING WITH AN OPTIMUM QUALITY LEVEL



ENTRY AND CHANGE OF CUSTOMER DATA

The quality assurance functions are used as required, either separately or in combination. These quality assurance functions enable the following:

VALIDATION AND, IF REQUIRED, CORRECTION OF THE ADDRESS:



Validation, standardization and correction of addresses as they are entered (real-time)

Automatically generated select list of the possible address candidates after the input of an ambiguous address

Enhancement with additional address elements

Automatic validation of postal correctness without an „extra click“

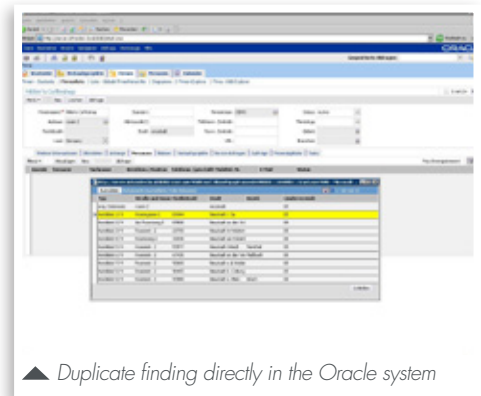
CHECK FOR POSSIBLE DUPLICATES

Rapid error-tolerant and individually parameterizable check for possible duplicates - directly during saving

Duplicate recognition is automatically started for each new entry or change of an account

The duplicate candidates are error-tolerantly compared with each other in the duplicate matching

If a duplicate is suspected, a list of possible duplicates is generated. After selection, the user goes directly to the change dialog. Data cleansing cases can also be created in the duplicate dialog.



4. Technical requirements

The following software must be installed before the Data Quality Connector Real-Time Oracle Siebel CRM is installed:

Uniserv software:

Address retrieval system mailRetrieval (with loaded index pool)

Postal validation system post (must be individually installed for each country)

International Postal Framework add-on (IPF in the following)

COM port from the Interface Kit.

Oracle ‚Siebel Business Applications‘ 8.0.0.6 or higher. The DQ Connector RT Siebel CRM has been tested for applications of the product lines ‚Siebel Enterprise Applications‘ (SEA) and ‚Siebel Industry Applications‘ (SIA).

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