



Oracle Customer Experience

Experience the Revolution

Oracle offers the most complete customer experience solution in the industry, connecting every engagement your customers have with your brand.

[See why CX matters](#) >

Overview Roles Solutions Get Started

Oracle CX Delivers for You

86%

of Your Customers Will Pay More for Great Customer Experience

About CX >

- Marketing +
- Social +
- Commerce +
- Sales +
- Service +

About Oracle CX

Only Oracle can help you deliver the best customer experience, whether it's on the web, mobile, in-store, contact center, direct sales, or social. Oracle connects every interaction your customer has with your brand, making experiences simple, consistent, and relevant throughout the customer lifecycle.

Select Your Role



Executive



Sales Manager



Technologist

In the Spotlight

EVENT

Oracle HCM World

Sub title goes here
Some accompanying text would fit within this area. No longer than a sentence or two. Or three, if the writers can't resist.

→ Join us in Las Vegas, Feb. 4-7 -- create your path to HR success

TRIAL

Oracle Talent Management

DEMOS

HR Demo Days
Title Goes to Two Lines

Customer Experience is Everything

“The importance of retaining and delighting customers is key. We need to create a better customer-centric culture in order to make sure that every customer experience is maximized.”

— Donald O’Shea, Chief Information Officer, Zebra

Topics and Trends

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VIDEO

Achieving Real-World Success with Oracle CX

→ National Instruments aligns business with better CX practices

[More On This Topic](#) →

ARTICLE

You've Expanded Your Global Footprint —Where To Now?

→ Create collaboration between brands and across markets with strategic CX

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BEST PRACTICE GUIDE

Accelerate and Complete your CX Transformation

→ How to achieve maximum performance

[More On This Topic](#) →

BEST PRACTICE GUIDE

Accelerate and Complete your CX Transformation

Winning the war for customer retention

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BEST PRACTICE GUIDE

Driving the Business Forward with CX

→ Five key capabilities CX leaders needs to play a strategic role in today's global economy

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Oracle Customer Experience Roles

CX for Your Business

- Overview
- Roles ▾
- Solutions
- Get Started

CX That Fits Your Needs

Introductory text that explains in brief the challenges and thus ties the list of business challenges below together as a means to get an answer.

Executive

An Intro piece of text here

Oracle HCM Solutions are highly configurable to meet the needs of large global organizations with complex workforce structures and they are easily extensible via large ecosystem of solution

[See All Executive Roles](#)

- How do I allocate territories, set quotas, and incent my sales teams so that I'm executing for growth?
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- Magna aliquam dolore magna aliquam erat volutpat?

Business User

An Intro piece of text here

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- All
- Executives +
- Business Users +
- Technology Users +

Executive

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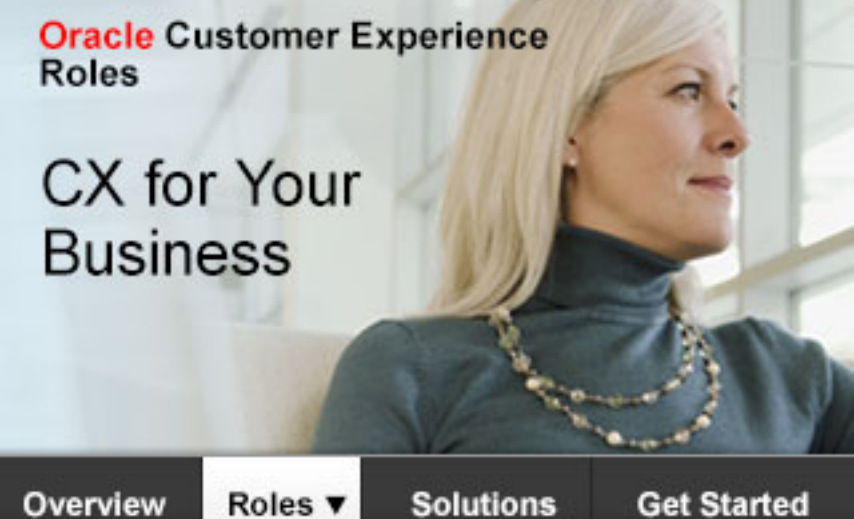
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Chief Marketing Officer Social

- Marketing**
- Social
- Commerce
- Sales

Icon: People | Lorem Ipsum Dolor

Loyal customers buy more from us, but we need more.

Oracle turns one-time convenience purchases into repeat business. Generate loyal customers for more revenue and higher profit margins. Proin sodales pulvinar tempor. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus.

- White Paper:** Sociis Natoque Penatibus et Magnis Ipsum Odio
- Customer Story:** Aenean Euismod Tempor dis Magnis Nam Tellus Sapien Nunc Gravida
- White Paper:** Nulla Proin et Viverra sit Amet Bibendum Justo Commmodo

→ Link to Solutions Set Sub-tab

Icon: Books | Lorem Ipsum Dolor

Most B2B stores are built on backoffice ERP platforms and are not easy to use.

Oracle enables you to update your legacy iStore to improved look and feel with modern commerce technology without ripping and replacing.

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→ Link to Solutions Set Sub-tab

Icon: Target | Lorem Ipsum Dolor

How can I show personalized and relevant offers to my shoppers?

Oracle helps you understand your customers and their buying behavior to present the most relevant cross-sell and up-sell offers. Proin sodales pulvinar tempor. Cum sociis natoque penatibus et magnis dis parturient montes.

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- Executives
 - Chief Marketing Officer
 - VP of IT
 - Chief Revenue Officer
 - Chief Sales Officer
 - VP of Customer Service
- Business Users +
- Technology Users +

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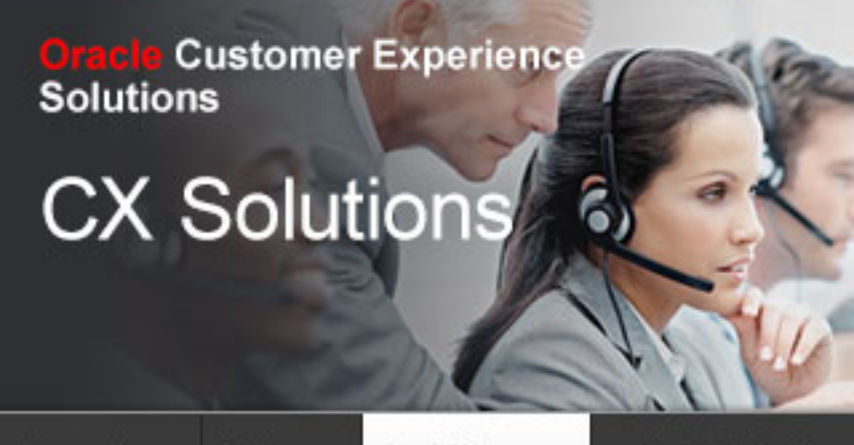
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- Banking
- Communications
- Manufacturing
- Media
- Public Sector
- Retail

Communications

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White Paper: Social Networking with a Purpose: Building Your Referral Machine (PDF)

Video: A Look at Social Networking and HR

[→ CX in Communications](#)

Manufacturing

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Public Sector

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Retail

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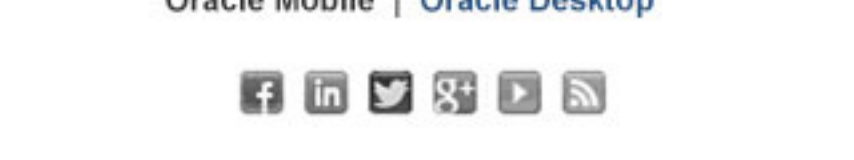


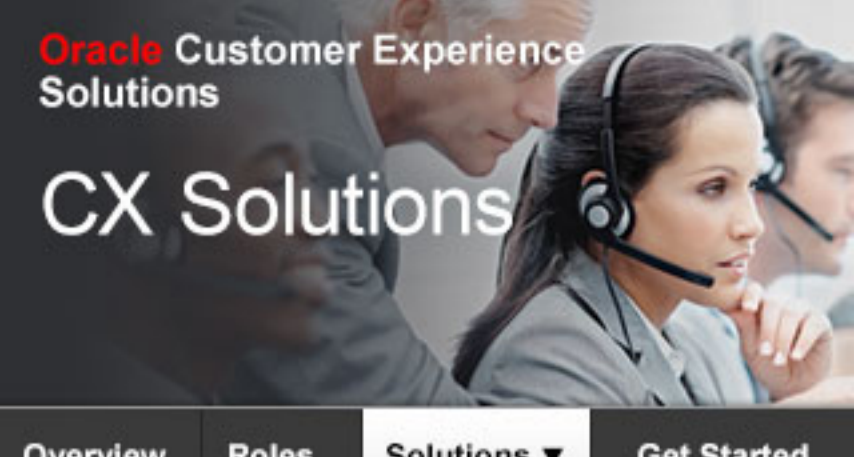
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Social +

Commerce +

Sales +

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Industries

Products

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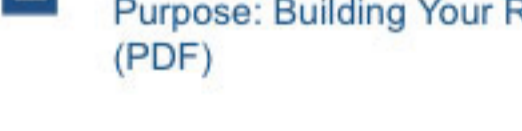
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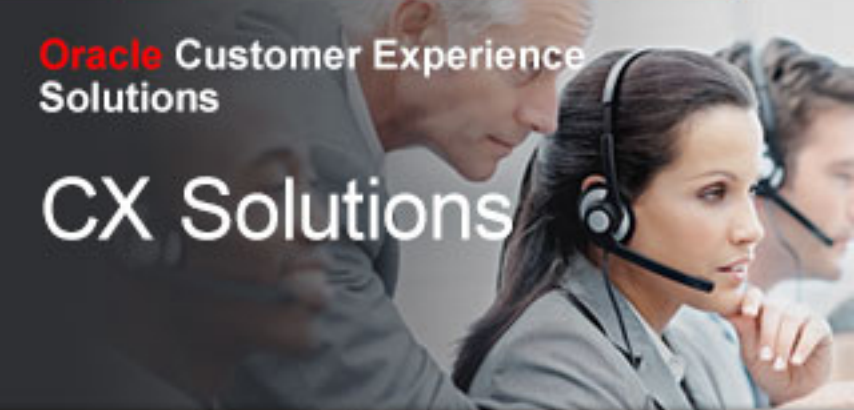
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Content and Lead Management

Improve sales close rates when you score, assign, and nurture leads

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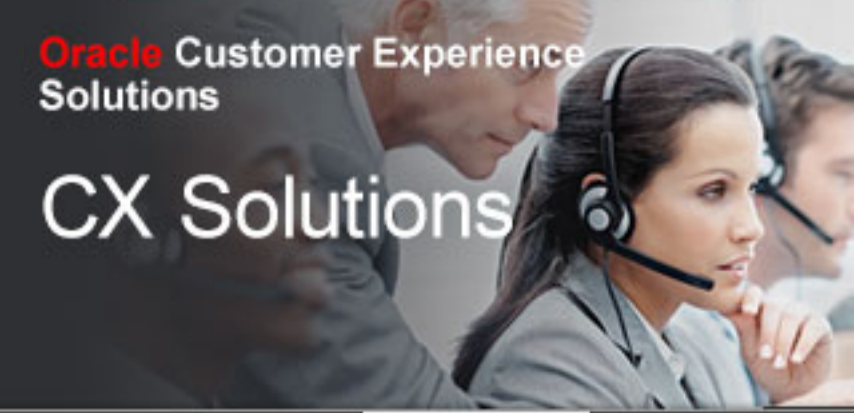
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 - Campaign Management
 - Marketing Measurement
 - Loyalty Measurement
 - Social Marketing
 - Sales Enablement
- Industries
- Products



Video: A Look at Social Networking and HR



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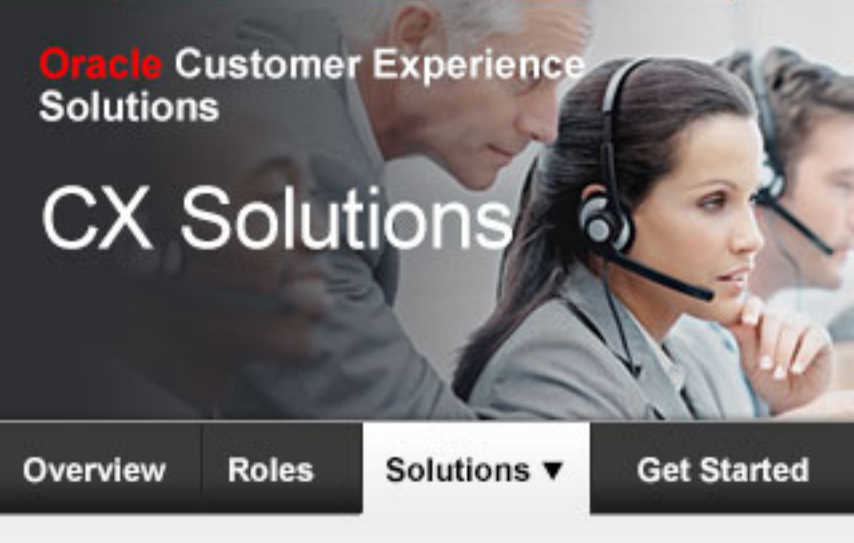
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Marketing



Social



Commerce



Sales



Service

Marketing

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Social

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Commerce

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Sales

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Services

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Industries

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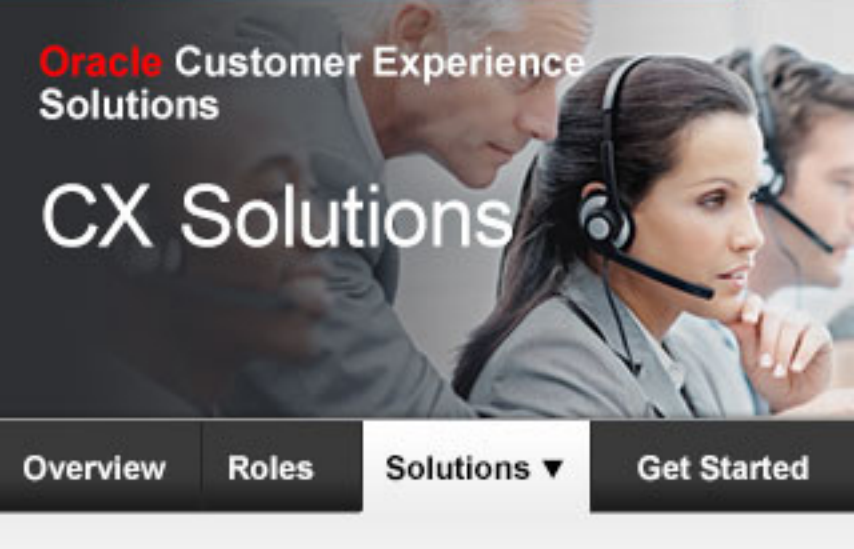
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Commerce

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Key Capabilities

- Capability Link One Lorem Ipsum Dolor
- Capability Link Two Dolor
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Marketing

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→ Marketing Solutions

Social

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Commerce

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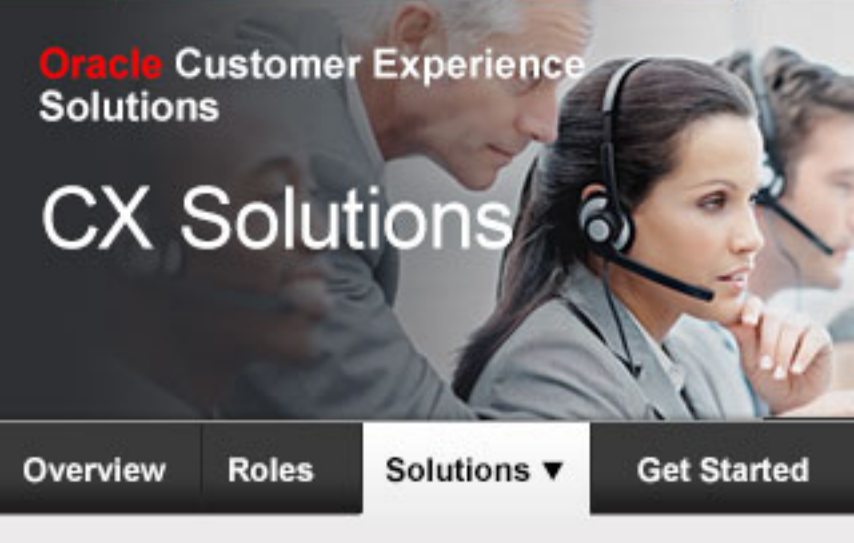


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Commerce



Social



Sales



Service

Marketing

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Social

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Commerce

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Sales

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Services

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Industries

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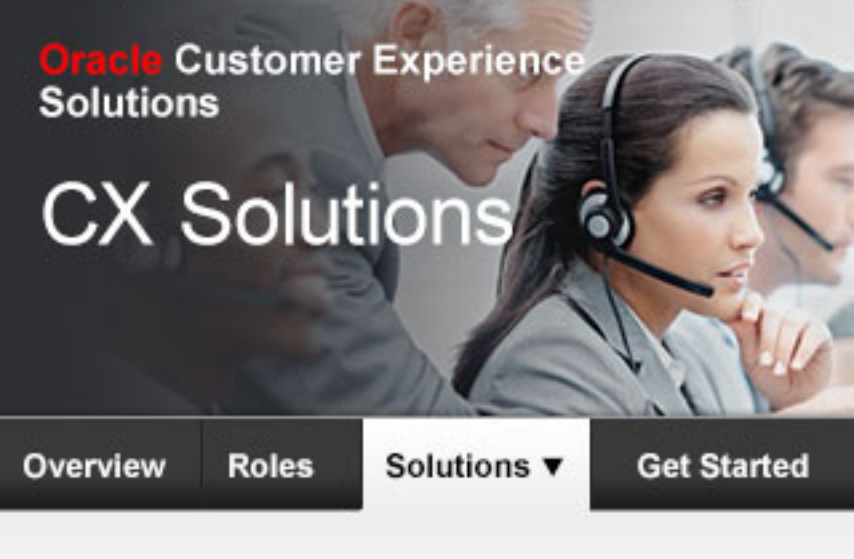
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Modern Marketing Solutions

Engage Audiences, Know Buyers, Drive Revenue

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Report: A Framework for Implementing World-Class Talent Management (PDF)

Video: Elizabeth Arden's Talent Centric Approach

Video: Game Changing HR: Managing Talent with Talent Reviews

Content and Lead Management

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Campaign Management

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Market Measurement

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Loyalty Management

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Social Marketing

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[→ Social Marketing](#)

Sales Enablement

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[→ Sales Enablement](#)

Customer Master Data Management

Tempor cum sociis natoque pentibus et magnis dis parturient montes, nascetur ridiculus mus.

[→ Customer Master Data Management](#)

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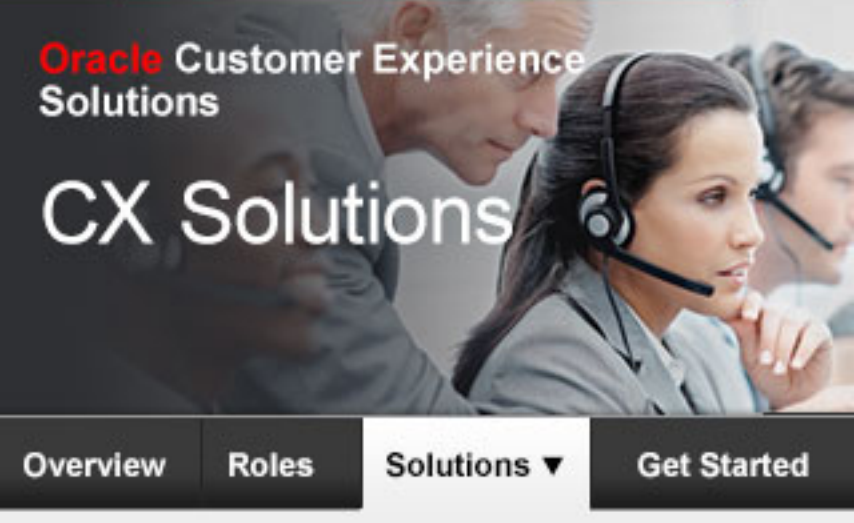
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CX Solutions

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Social +

Commerce +

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Service

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Report: A Framework for Implementing World-Class Talent Management (PDF)

Video: Elizabeth Arden's Talent Centric Approach

Video: Game Changing HR: Managing Talent with Talent Reviews

Content and Lead Management

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Campaign Management

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Market Measurement

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Loyalty Management

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Social Marketing

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Sales Enablement

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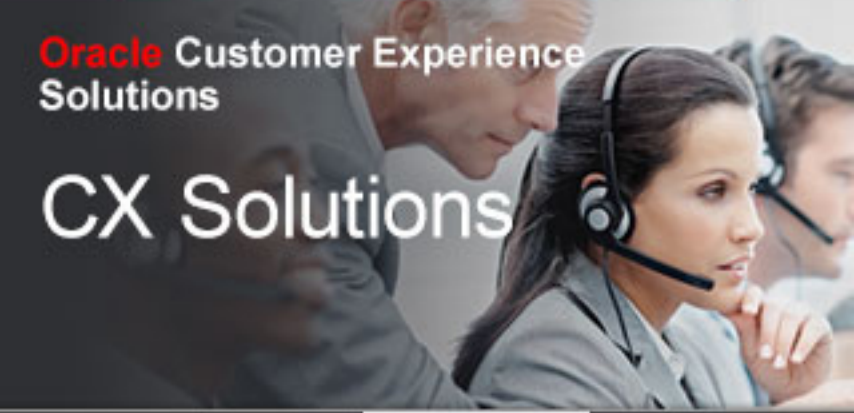
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- Oracle Service Cloud
- Oracle Sales Cloud

A • C • E • G • I • K • M • O • Q • S • U • W • Y

A

- Aaliquam Fusce Magna
- Abubilia Congue Ipsum
- Aciam Risus Cras Libero
- Adctus Nibh Eu Mattis
- Aaliquam Fusce Magna
- Abubilia Congue Ipsum
- Aciam Risus Cras Libero
- Adctus Nibh Eu Mattis

B

- Baolor Fringilla Vestibulum
- Bbos Fusce Metus
- Bcrat Nec Vulputate
- Baolor Fringilla Vestibulum
- Bbos Fusce Metus
- Bcrat Nec Vulputate

C

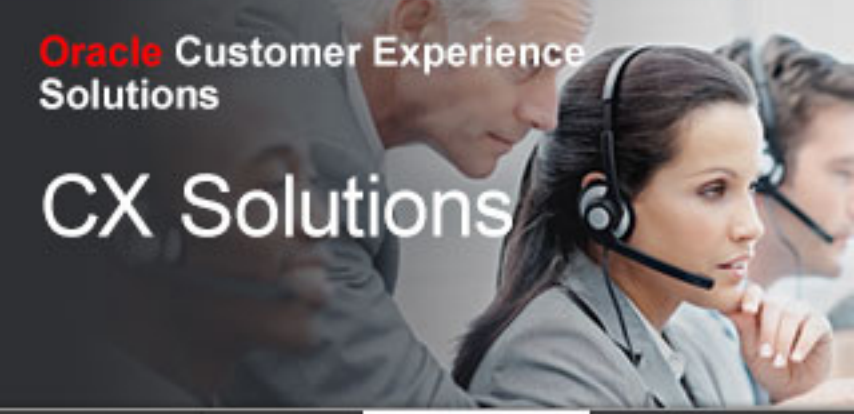
- Caolor Fringilla Vestibulum
- Cbos Fusce Metus
- Ccrat Nec Vulputate

D

- Daolor Fringilla Vestibulum
- Dbos Fusce Metus
- Dcrat Nec Vulputate
- DdRisus A Venenatis
- DeSit Vitae Ut Egestas Aenean Vel
- DfTurpis Lectus Odio
- DgVel Ultricies Cras

E

- Eaolor Fringilla Vestibulum
- Ebos Fusce Metus
- Ecrat Nec Vulputate
- EdRisus A Venenatis
- EeSit Vitae Ut Egestas Aenean Vel



Main

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A

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Adctus Nibh Eu Mattis

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Bbos Fusce Metus

Bcrat Nec Vulputate

C

Caolor Fringilla Vestibulum

Cbos Fusce Metus

Ccrat Nec Vulputate

D

Daolor Fringilla Vestibulum

Dbos Fusce Metus

Dcrat Nec Vulputate

DdRisus A Venenatis

DeSit Vitae Ut Egestas Aenean Vel

DfTurpis Lectus Odio

DgVel Ultricies Cras

E

Eaolor Fringilla Vestibulum

Ebos Fusce Metus

Ecrat Nec Vulputate

EdRisus A Venenatis

EeSit Vitae Ut Egestas Aenean Vel