

# Oracle Solutions for Service

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Embed AI in every workflow to  
optimize SLAs and elevate NPS





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# Meet today's expectations with AI-driven automation

Customer expectations and operating pressures are rising simultaneously. Customers want fast, accurate answers on any channel, while service leaders need to reduce cost-to-serve, protect margins, and keep agents engaged. AI is now central to solving that equation.

Across industries, service leaders are moving from traditional assisted-service and self-service models to fully automated service flows that can resolve a large share of queries without human intervention. As part of this shift, they're also equipping agents and field technicians with AI copilots for the complex work they still handle.

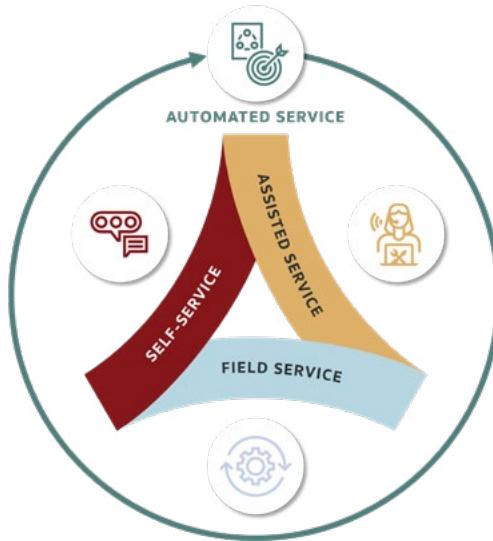
In fact, AI is already being used to automate routine tasks such as triage, routing, summarization, and next-step recommendations, allowing service teams to focus on high-value, high-empathy engagements. And that's only the beginning.

Oracle's vision for AI in service is simple:

*Automation helps resolve problems quickly and accurately, building trust and loyalty with customers. AI is engineered to empower humans, keeping them at the center of key decisions.*

*Service teams can design, supervise, and improve AI-driven automation—becoming the orchestrators of the end-to-end service experience. Service leaders can define the guardrails, supervise recommendations, and decide when and how to automate, with clear controls, approvals, and audit trails all built into one platform.*

Oracle Fusion Cloud Service delivers on this vision with a complete, AI-embedded service suite that also connects to ERP, supply chain, and asset management systems. Fusion AI agents are woven into every workflow—triaging help requests, proposing resolutions, authoring and surfacing knowledge, and optimizing field service schedules—so teams can deliver better outcomes at lower cost.



# Oracle Service: Unified, AI-powered service delivery

Oracle Service brings together digital self-service, agent-assisted service, an employee help desk, field service, and knowledge management functionality on a single Fusion platform that shares core operational data with ERP, supply chain, and HR.

Key capabilities include:

- 1 Digital self-service for customers and employees:** Branded portals and AI-powered digital assistants help users find answers, submit service requests, track status, manage appointments, and perform transactions—often without the aid of a live agent.
- 2 Automated service workflows:** Fusion AI agents orchestrate intake, triage, routing, and resolution across channels and queues, automating repetitive steps and enforcing business rules to help work move smoothly from request to outcome.
- 3 AI-enhanced agent workspaces:** Agents work in a single, configurable workspace with context provided across CRM, contracts, subscriptions, orders, and assets. AI summarizes interactions, suggests next best actions, drafts responses, and surfaces relevant knowledge.
- 4 Centralized, AI-assisted knowledge management:** Unified content intelligence empowers self-service, agents, and field teams. Generative AI speeds authoring while semantic search delivers precise answers instantly.
- 5 End-to-end field service automation:** AI can be used to help plan capacity, schedule and route jobs, and equip technicians with the data, instructions, and parts they need. Mobile tools and collaboration features help technicians complete work safely and on the first visit.



# Oracle Service: Unified, AI-powered service delivery

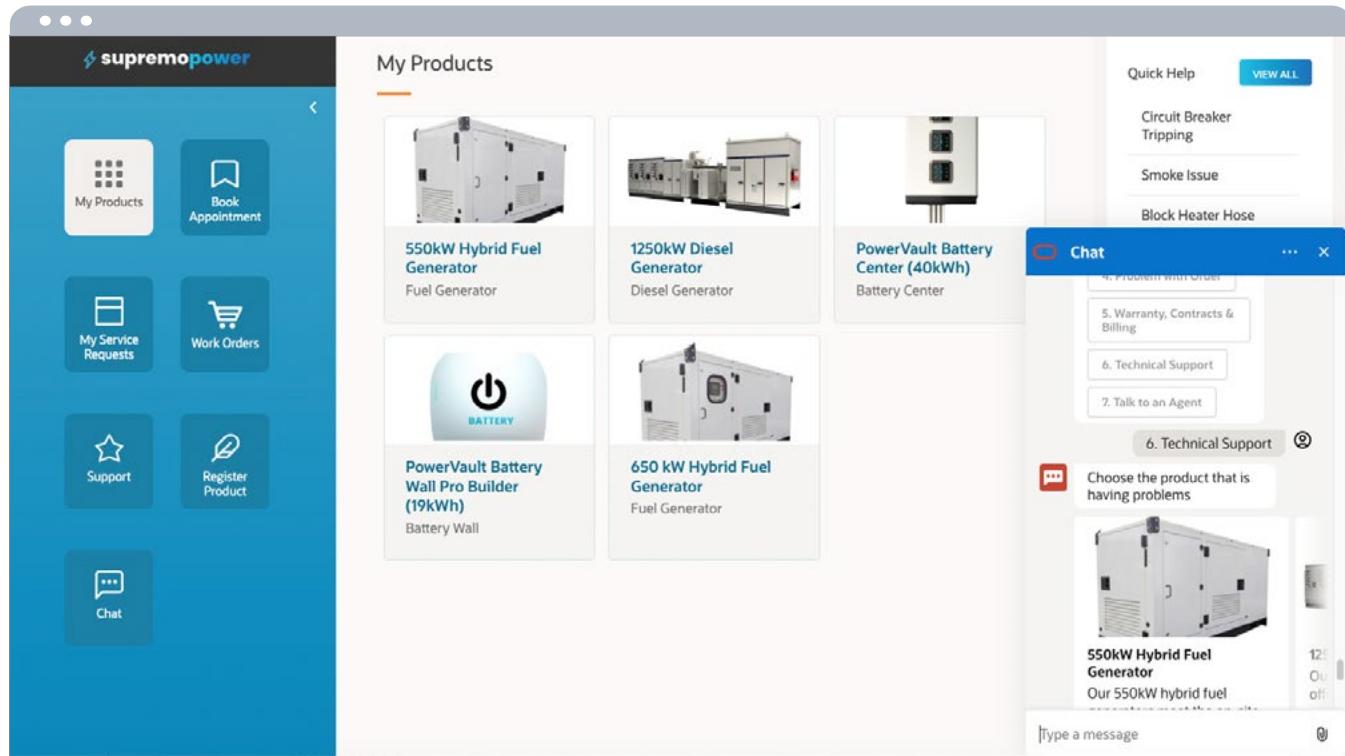
- 6 **Service lifecycle management for high-value assets:** For asset-intensive businesses, Oracle connects contact center and field service to maintenance, asset management, inventory, and financials, supporting profitable service offerings and uptime commitments.
- 7 **Help desk and case management for employees:** Manage HR, facilities, payroll, access, and other employee inquiries in one place. Case management, guided workflows, and AI-powered search reduce time to resolution while improving the employee experience.
- 8 **Humans in the loop by design:** Agents, supervisors, and content owners maintain in control of AI-generated responses, recommendations, and knowledge, with clear review and approval steps.
- 9 **Configurable policies and guardrails:** Service leaders decide which use cases to automate end to end and which require human sign-off, with controls put in place that reflect company risk, compliance, and brand guidelines.
- 10 **Transparency and feedback:** Service teams get insight into why AI suggested a particular path and can provide feedback to help models and automations improve over time.



# The Oracle Fusion Service Suite

## Digital Customer Service

Oracle Fusion Cloud Digital Customer Service makes it easy for customers to help themselves while still providing a clear path to assisted support when they need it.



### Key features and benefits

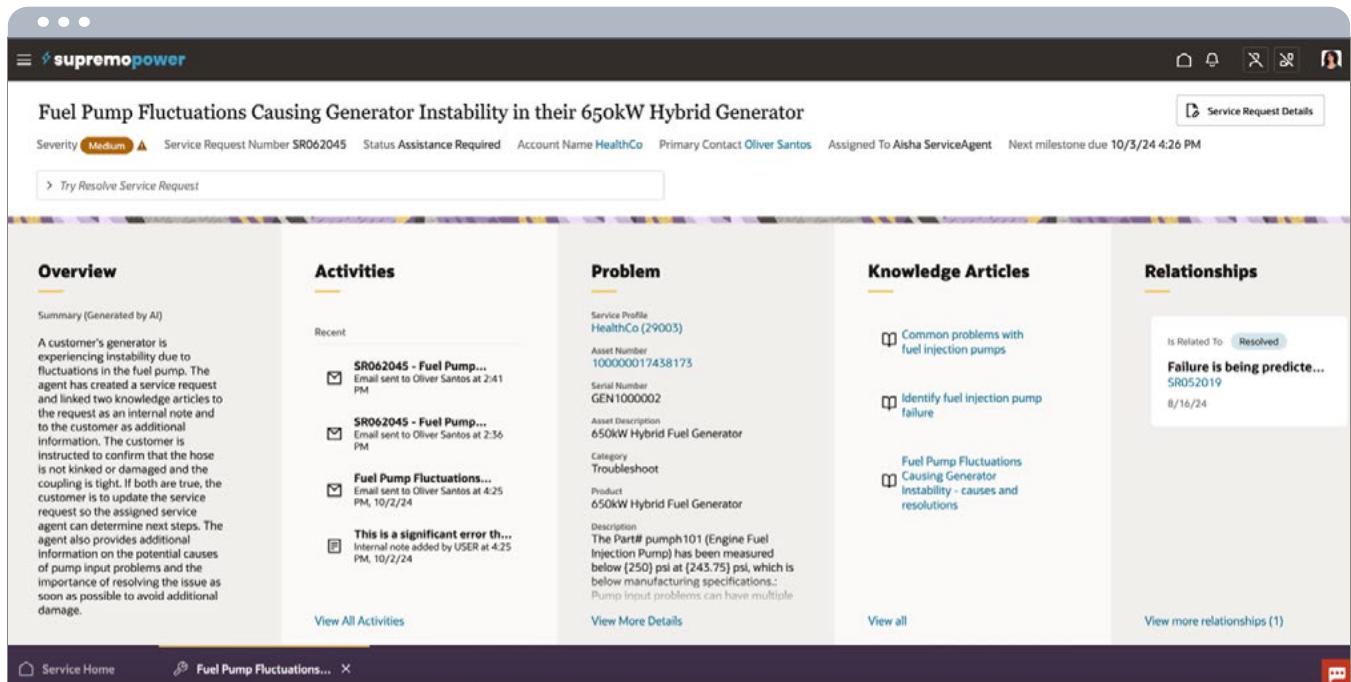
- **Customer self-service portal**
  - Offer a branded, 24/7 service destination where customers can search knowledge articles, log and track service requests, manage their products and subscriptions, and schedule on-site service.
  - Give customers visibility into order, asset, and appointment status by connecting directly to ERP and field service systems.
- **AI-powered digital assistants**
  - Embed conversational assistants into your website and mobile apps to answer questions, guide troubleshooting, and perform transactions such as returns, warranty checks, and appointment booking.
  - Keep digital assistants and service representatives aligned by using shared knowledge and workflows.

- **AI as an agent for routine work**
  - Let AI handle common customer interactions—such as password reset requests and basic billing or product configuration questions—while handing off more complex queries to service professionals.
  - Maintain full context across channels so service professionals can see what the customer has already tried and can pick up the conversation without repetition.
- **Omnichannel engagement**
  - Support asynchronous messaging, SMS, and social channels, with context carried across each touchpoint.
  - Allow customers to resume a conversation from any channel while keeping a single interaction history for reporting and compliance.
- **Service-to-sales handoff**
  - Identify upsell, cross-sell, or renewal opportunities during service interactions and pass them on to sales with the full context.
  - Use AI to surface relevant offers—such as service contracts, upgrades, or training—once a problem is resolved.



## Service Center

Oracle Fusion Cloud Service Center is the core agent workspace for resolving customer issues quickly and consistently across channels.



The screenshot shows the Oracle Fusion Cloud Service Center interface. At the top, there's a header with the company logo 'supremo power', the service request title 'Fuel Pump Fluctuations Causing Generator Instability in their 650kW Hybrid Generator', and various status indicators like 'Severity: Medium', 'Service Request Number: SR062045', and 'Status: Assistance Required'. Below the header, there's a 'Try Resolve Service Request' button. The main content area is divided into several sections: 'Overview' (with a summary generated by AI), 'Activities' (listing recent interactions like emails and knowledge articles), 'Problem' (detailed information about the asset, including its service profile, asset number, serial number, and asset description as a '650kW Hybrid Fuel Generator'), 'Knowledge Articles' (a list of related articles), and 'Relationships' (a list of related service requests, with one entry for 'Failure is being predicted...' with status 'Resolved' and date '8/16/24').

## Key features and benefits

### • Service request management

- Consolidate interactions from phone, email, chat, digital portals, and in the field into a single service record tied to accounts, assets, contracts, and orders.
- Support high-volume transactional inquiries and complex, long-running cases on the same platform.

### • AI-driven triage and routing

- Use the Service Request Triage Agent to classify issues, detect urgency and intent, and route work to the best queue or team based on skills, entitlements, and SLAs.
- Apply policies automatically so high-value or at-risk customers are prioritized.

### • Guided resolution and response

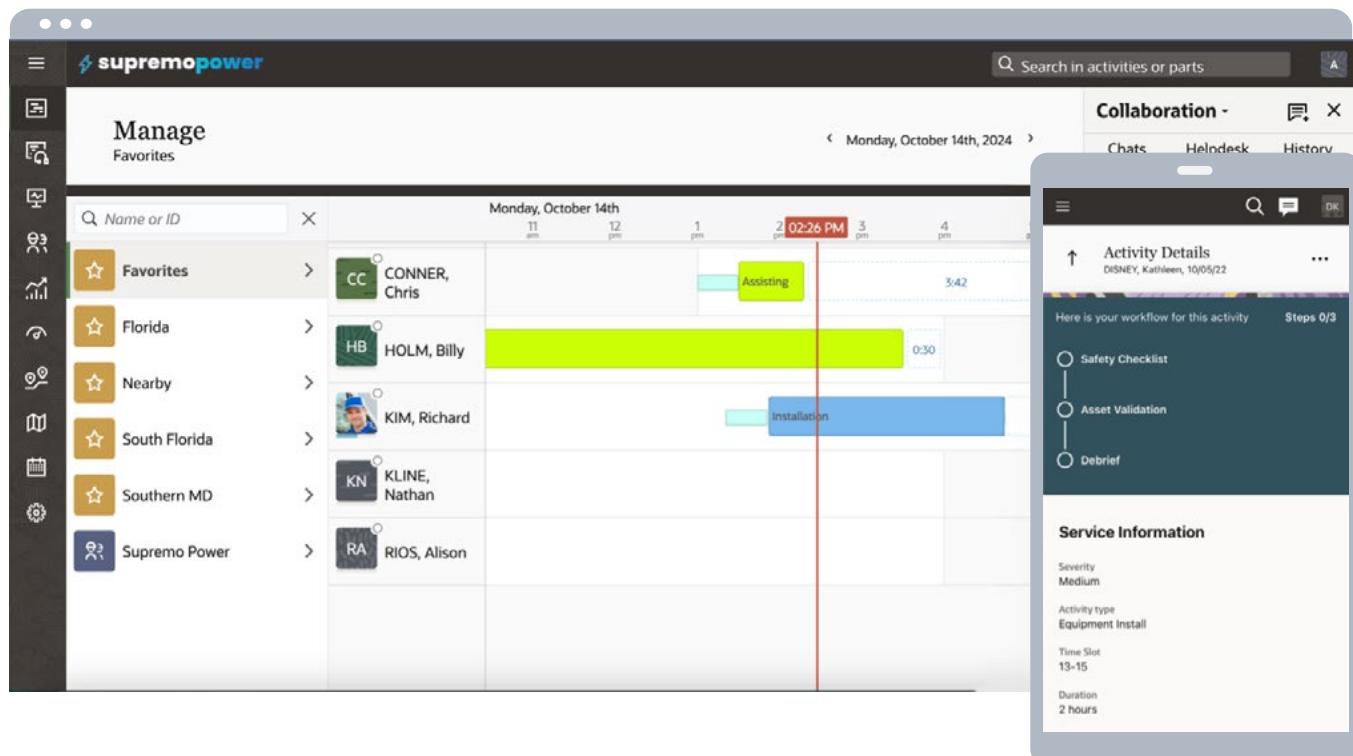
- Let the Service Request Resolution Agent propose likely fixes, recommended actions, and follow-up tasks based on similar cases and connected data.
- Generate suggested replies and summaries that agents can review and send, reducing handle time and improving consistency.

## Agent workspace

- Give agents a single, role-aware workspace that surfaces the most important information first: history, products, entitlements, activities, and related cases.
- Use embedded GenAI to summarize long email threads or chat transcripts and highlight key decisions and next steps.
- **Productivity tools and automations**
  - Standardize processes with reusable workflows, checklists, and automations that trigger updates in CRM, ERP, and billing systems.

## Field Service

Oracle Fusion Field Service helps you plan, schedule, and execute work at customer sites or asset locations with optimal efficiency and first-time-fix performance.



The image displays two views of the Oracle Fusion Field Service application. The left view is a desktop interface titled 'supremo power' showing a 'Manage Favorites' list and a calendar for Monday, October 14th. The calendar grid shows various tasks for different agents: CONNER, Chris (Assisting); HOLM, Billy (0:30); KIM, Richard (Installation); KLINE, Nathan; and RIOS, Alison. The right view is a mobile phone interface showing 'Activity Details' for an activity involving DISNEY, Kathleen, on 10/05/22. It details a workflow with steps: Safety Checklist, Asset Validation, and Debrief. It also shows 'Service Information' including Severity (Medium), Activity type (Equipment Install), Time Slot (13-15), and Duration (2 hours).

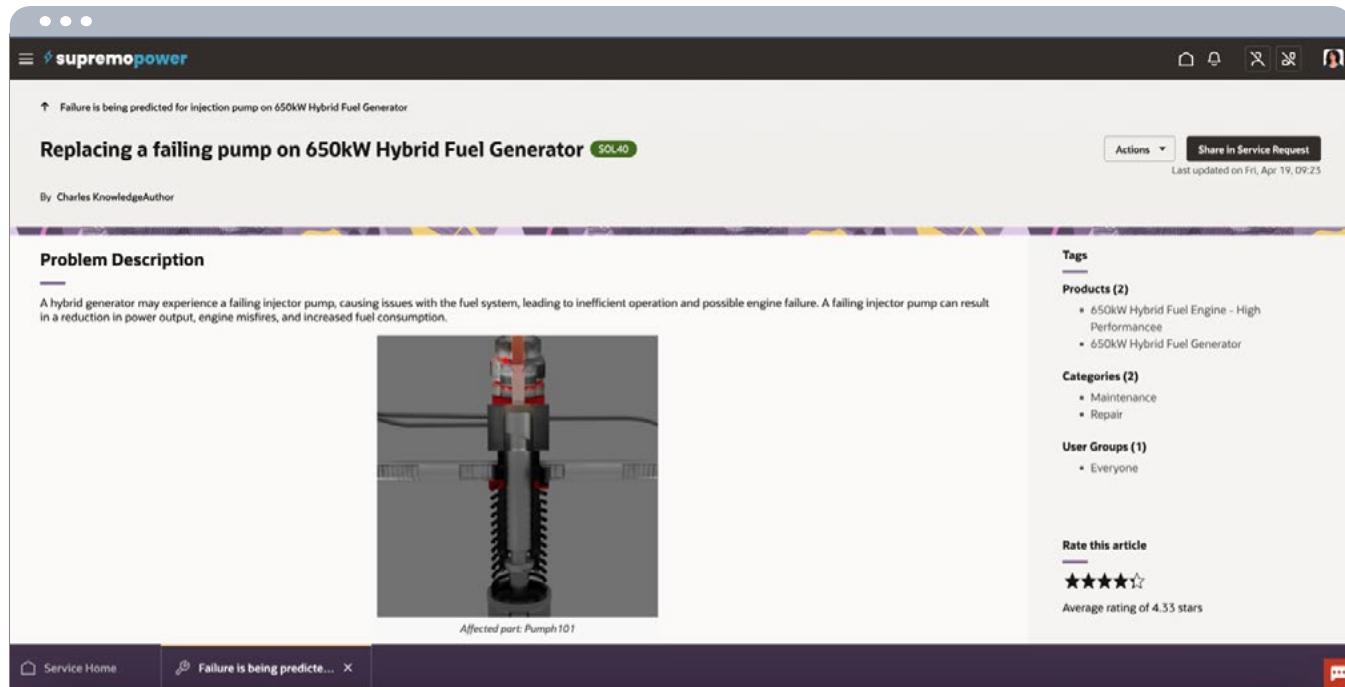
## Key features and benefits

- **AI-driven planning and scheduling**
  - Forecast workloads, optimize routes, and assign the right technician with the right skills and parts for the job.
  - Continuously reoptimize throughout the day as jobs run long, emergencies occur, or customers alter appointments.
- **Technician enablement and mobile experience**
  - Equip in-house and third-party technicians with a native mobile app that provides job details, customer and asset history, parts availability, safety steps, and digital forms—even offline.
  - Guide technicians through best-practice workflows, including required photos, readings, and sign-offs.
- **Customer experience and self-service**
  - Enable customers to schedule or reschedule appointments online, see real-time ETA updates, and track technician arrival on a map.
  - Provide proactive notifications when technicians are running early or late, reducing call volume.
- **Expert collaboration and service support**
  - Allow technicians to escalate complex jobs to remote experts via chat, voice, or video while keeping the activity linked to the work order.
  - Capture resolutions and insights from these sessions as background knowledge for the next technician or agent.
- **Service logistics and connected enterprise**
  - Tie field work directly to inventory, procurement, and financials so parts, labor, and services can be accurately tracked and billed.
  - Use open APIs and prebuilt integrations to connect with ERP, supply chain, and HR, extending field service across the service lifecycle.



## Knowledge Management

Oracle Fusion Cloud Knowledge Management provides the shared content foundation for customer, employee, agent, and field experiences.



The screenshot shows a knowledge article titled "Replacing a failing pump on 650kW Hybrid Fuel Generator" by Charles KnowledgeAuthor. The article includes a "Problem Description" section with a note about failing injector pumps causing engine failure, a technical diagram of a pump assembly, and a "Affected part: Pump101" label. The right sidebar displays "Tags" (Products 2, Categories 2, User Groups 1), "Actions" (Share in Service Request), and a rating section (4.33 stars). The bottom navigation bar includes links for Service Home and the current article.

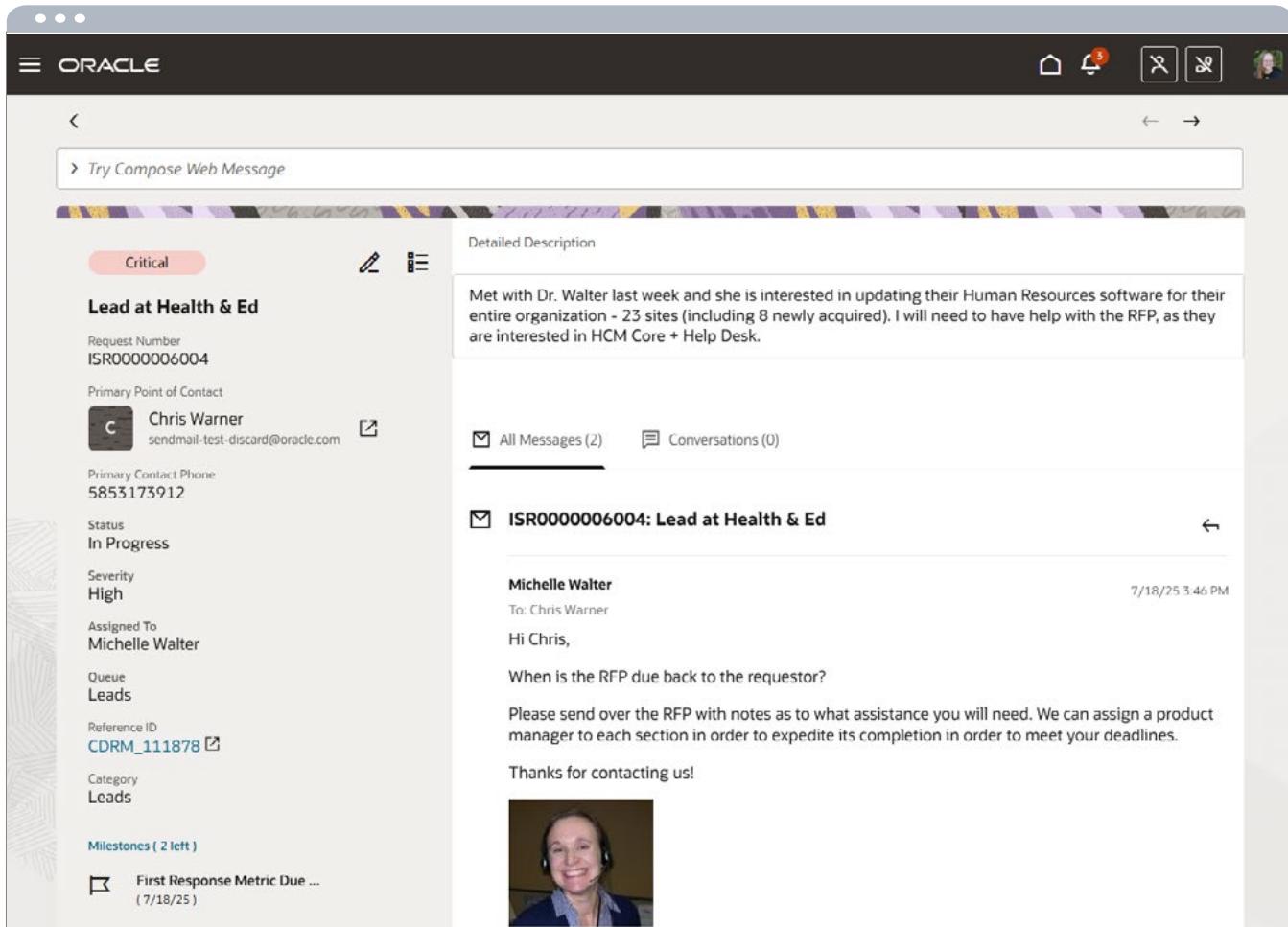
## Key features and benefits

- **Knowledge lifecycle management**
  - Govern the full lifecycle—from authoring and review through expiration—with configurable workflows, roles, and approval steps.
  - Apply guardrails so sensitive content is only visible to the right audiences (such as internal policy articles for agents or HR teams).
- **Generative AI for faster authoring**
  - Use the Knowledge Authoring Assistant to draft articles based on recent service requests, chat transcripts, or product documentation.
  - Let authors refine and approve AI-generated drafts instead of starting from a blank page, speeding time to publish.
  - Have authors continue to review and refine AI-suggested drafts before publication to help keep content accurate, compliant, and aligned with your brand.
- **Built-in search and recommendations everywhere**
  - Improve findability with semantic search that can understand intent and related terms.
  - Use the Knowledge Search Assistant to recommend articles to agents, digital assistants, and technicians when needed.

- **Reusable content and mass updates**
  - Maintain building blocks (such as policy snippets, safety steps, or disclaimers) that can be re-used across articles.
  - Run scheduled bulk updates to keep large sets of content aligned when products, policies, or branding requirements change.
- **Embedded knowledge across channels**
  - Surface the same trusted content across portals, chat, agent workspace, field service mobile, and help desk flows.
  - Measure which content actually helps resolve cases to continuously improve and retire unused or low-value articles.

## Help Desk (Employee Service)

Oracle Fusion Cloud Help Desk extends Oracle Service to provide HR, facilities, business operations, and other internal support teams with a central hub to manage requests and deliver a better employee experience.



The screenshot shows the Oracle Fusion Cloud Help Desk interface. The main view displays a ticket for a request from 'Lead at Health & Ed'. The ticket details are as follows:

- Critical** (Severity)
- Lead at Health & Ed** (Requester)
- Request Number**: ISR0000006004
- Primary Point of Contact**: Chris Warner (sendmail-test-discard@oracle.com)
- Primary Contact Phone**: 5853173912
- Status**: In Progress
- Severity**: High
- Assigned To**: Michelle Walter
- Queue**: Leads
- Reference ID**: CDRM\_111878
- Category**: Leads
- Milestones**: (2 left)
- First Response Metric Due**: (7/18/25)

The ticket has a **Detailed Description** section containing the text: "Met with Dr. Walter last week and she is interested in updating their Human Resources software for their entire organization - 23 sites (including 8 newly acquired). I will need to have help with the RFP, as they are interested in HCM Core + Help Desk."

The interface includes a sidebar with navigation icons and a message bar at the top. The main content area shows a list of messages and a detailed view of the most recent message from Michelle Walter to Chris Warner.

## Key features and benefits

- **Unified request intake and routing**
  - Capture questions and requests from employee portals, chat, email, or phone into a single help desk queue.
  - Use AI to classify topics (for example, benefits, payroll, time off, maintenance) and route cases to the appropriate team based on skills, location, and policies.
- **Case management for complex employee issues**
  - Manage multistep cases that require collaboration between HR, payroll, security, and facilities—such as onboarding, role changes, or relocations.
  - Track tasks, attachments, and approvals over time, with auditable history and SLAs .
- **Employee self-service and knowledge**
  - Provide a central destination where employees can find policies, FAQs, and how-to guides; submit various requests; and track status.
  - Use AI-powered search and recommendations to direct employees to relevant content before they open a ticket.
- **AI assistance for internal support agents**
  - Summarize employee interactions and propose next best actions, saving agents time on every case.
  - Suggest knowledge articles and draft responses that agents can quickly personalize and send.
- **Connected employee workflows**
  - Integrate with HR, identity, and facilities systems to trigger actions such as updating records, provisioning access, or opening work orders—without agents manually re-entering data.
  - Measure volumes, response times, and satisfaction across lines of business to continuously improve internal service.



# Connecting service to the rest of the business

Oracle's complete suite of AI-embedded cloud applications—spanning ERP, supply chain, HR, and CX—gives you a single data model and consistent processes across front- and back-office functions.

With Oracle, you can:

- Reduce friction by connecting service workflows to contracts, subscriptions, billing, inventory, and logistics so agents and technicians can act on the same data as finance and operations.
- Give service professionals and AI agents secure access to the context they need—orders, entitlements, assets, and financial information—directly within one unified workspace, without tab-switching or swivel-chair integration.
- Connect installation, repair, and preventive maintenance with asset management and product lifecycle management to support uptime guarantees and profitable service offerings.
- Leverage industry-specific service solutions for manufacturing, high tech, utilities, communications, and financial services that are tuned to common processes and KPIs.



# Take the next step toward AI-automated service delivery

The Oracle Service helps you optimize every stage of the service lifecycle. From digital self-service and AI-enabled contact centers to intelligent field operations and employee help desks, you can manage it all on a single, connected platform.

Discover how Oracle can help you:

- Automate routine interactions while directing service professionals to focus toward complex, high-value work.
- Reduce cost-to-serve and improve first-time fix rates and customer satisfaction.
- Reap the benefits of AI that's built in, not added on, with Fusion AI agents embedded throughout your service workflows.
- Adopt automation confidently and responsibly by keeping humans in control of AI via clear guardrails, approvals, and oversight.

**Request a demo**

**Learn more**

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