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Cloud
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~~2017 Release~~

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Intro To Oracle

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Cloud Oracle

Field Service

Cloud Solution

Overview

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Cloud In Action

Field Service |

Assign

Activities

Immediately

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Oracle Service
through Routing
Profiles Where
is My Technician
for Oracle Field

Service Oracle
Field Service
Cloud Solution
Overview Oracle
Field Service
Cloud Real-Time
Traffic and
Street-Level
Routing Oracle
Field Service

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~~Cloud Capacity~~

~~Module Oracle~~

~~Service Cloud~~

~~Field Service~~

~~Reference~~

~~Cloud Mobility~~

~~Module 20A~~

Oracle Service

Cloud Release

Overview ~~Expert~~

~~—Webcast Oracle~~

~~Field Service~~

~~Cloud (TOA)~~

Oracle Field

Service Cloud

Collaboration

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~~Module Oracle
Field Service
Service Cloud
Cloud Routing
Module 19D~~

Oracle Service
Cloud Release
Overview

19B Oracle Field
Service Cloud
Release Overview
Video *Global
Optimization -
Field Service
Lightning Oracle*

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Field Service

Cloud Core

Manage Module

Oracle Digital

Field Service

Demo **B2C Service**

and Oracle Field

Service Release

Highlights for

20B Oracle

Service Cloud

Field Service

Oracle Field

Service. Deliver

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better service
experiences
while increasing
the efficiency
and
effectiveness of
your field
organization.
Automate field
service
scheduling and
optimize work
based on your
unique

Access PDF
Oracle Service
Cloud Field
requirements,
all while
Service Cloud
maintaining a
Reference
real-time view
of your field
force.

Field Service
Management | CX
| Oracle United
Kingdom

Oracle Field
Service allows
workers to

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easily access,

execute and
manage work-

related

activities and

ongoing

communications

from their

mobile device.

This includes

retrieving

activities,

managing...

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Cloud Field

Service Cloud

Mobile - Apps on

Google Play

Oracle Field
Service Cloud is
a cloud-based
field service
management
software that
provides
businesses with
extensive and
innovative field

Acces PDF Oracle Service Cloud Field service enhancements focused on ease of use,

mobility, and
connecting
contact center
agents with
field
technicians for
added customer
support.

Oracle Field

Page 14/125

Acces PDF Oracle Service

Service Cloud

Review: Pricing,
Pros, Cons ...

Oracle Field

Service Cloud's
unique
capability means
the application
can accurately
predict with 98%
accuracy within
a 2 hour window,
something no
other solution

Acces PDF
Oracle Service
Cloud Field in the
marketplace.
Real time
location and
resource
tracking

Oracle Field
Service Cloud -
Magia Solutions
About the Field
Service Cloud
Service Console
The Oracle Field
Page 16/125

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Service Console
provides details
about the
instances that
are provided to
the customer for
the
subscription. If
a customer buys
base Stock
Keeping Unit
(SKU), it
includes one
Production

Acces PDF

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instance and two

Test instances.

Reference

Field Service

Cloud Service

Console -

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Oracle Field
Service Cloud is
built on time-
based, self-
learning, and
predictive
technology,

Acces PDF Oracle Service Cloud Field empowering you to solve business problems while evolving your field service organization.

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Service Cloud
18A - Get
Started

Oracle Field
Service is a web

Access PDF Oracle Service Cloud Field service management solution for

businesses of
all sizes. It
offers such
capabilities as
routing and
scheduling,
dispatch
management,
electronic
signature, and

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Service Cloud

Oracle Field

Service Cloud

Pricing & Cost -

Why 6.6/10 ...

The new Oracle

Field Service

Cloud Core

Application

combines the

features of

Oracle Field

Service Core

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Manage Cloud
Service and
Oracle Field
Service Mobility
Cloud Service.
Oracle Field
Service Core
Manage Cloud
Service includes
the
functionality
for Dispatchers,
Managers, and
Administrators

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Oracle Service
Cloud Field
and Oracle Field
Service Mobility
Cloud Service
Reference
includes the
functionality
for Field
Resources and
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applications are
accessed using
different URLs.
Now, you use a
single URL to
access the ...

Acces PDF Oracle Service Cloud Field

About the Oracle
Field Service
Cloud Core

Application

Each company
choosing Oracle
Field Service
Cloud can
configure it
according to its
specific
requirements,
such as what

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Cloud Field

type of work is

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Configuration

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Configuring Oracle Field Service Cloud

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for implementers
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You can use
Oracle REST APIs
to view and
manage data
stored in Oracle
Field Service.
Whether you're
experienced with
or new to REST,
use this guide
to find what you
need, including:
A quick start

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Cloud Field you
that walks you
through a simple
request example.
Use Cases that
provide real-
world solutions
with code
examples.

Oracle Field
Service 20C -
All Books

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better service
experiences
while increasing
the efficiency
and
effectiveness of
your field
organization.
Automate field
service
scheduling and
optimize work
based on your
unique

Access PDF
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Cloud Field
requirements,
all while
Service Cloud
maintaining a
Reference
real-time view
of your field
force.

Field Service
Management | CX
| Oracle Belgium
Match technician
skills and
schedule to
incident

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requirements.

Oracle Cloud

Service Cloud

Reference

Logistics uses machine learning recommendations to create efficient routes and repair schedules.

Manage, dispatch, and locate workforce.

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Manage field
service
compliance with
service level
agreements and
dispatch your
mobile workers
in a timely and
efficient
manner.

Service

Logistics |

Oracle

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Oracle CX
Service (part of
Oracle Cloud CX)
offers solutions
for B2C, B2B,
and field
service to help
your business
exceed customer
expectations.

The Future of CX
with Larry
Ellison Hear

Acces PDF
Oracle Service
Cloud Field CTO
and Chairman
Larry Ellison,
industry thought
leaders, and
companies that
are successfully
delivering sales
excellence.

Customer
Experience (CX)
Customer Service
| Oracle

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Oracle Service

Oracle Service

Cloud is the
platform we use
throughout the

company to

manage our

information and

content exchange

services with

suppliers and

customers.

Oracle Service

Cloud drives

collaborative

Acces PDF Oracle Service Cloud Field work among employees without technical Reference

complications.
It makes it
possible to
share dynamic
content, in
addition to
having a social
media call
center.

Acces PDF
Oracle Service
Cloud Field
Service
(formerly Oracle
Service Cloud
Reference
Reviews ...

Oracle Service
Cloud's cross-
channel web
customer service
and contact
center service
include virtual
assistants, live
chats, email

Acces PDF

Oracle Service

Cloud Field support, guided resolution, and case management.

Service Cloud Reference
It offers a social tool that lets you helps you keep tabs on interactions within your website and social media accounts including Facebook,

Acces PDF Oracle Service YouTube, and Twitter. Service Cloud Reference

Oracle Service
Cloud Reviews:
Pricing &
Software
Features ...

The Oracle
Social Cloud
Accelerator is
provided to
demonstrate
surfacing social

Acces PDF Oracle Service

Cloud Field
data provided
through Oracle
Service Cloud
Social Cloud
Reference
into Oracle B2C

Service from a
variety of
social media
properties.

Agents can view
social posts and
communicate to
contacts through
their social
media accounts

Access PDF Oracle Service Cloud Field Service Cloud Reference

Oracle Service

Cloud

Accelerators

Oracle Field
Service Cloud is
built on time-
based, self-
learning, and
predictive
technology,

Acces PDF Oracle Service Cloud Field empowering customers to solve business problems while

evolving their
field service
organization.

What Do You
Need? The Oracle
Field Service
Cloud
application with
a minimum
supported

Access PDF Oracle Service Cloud Field version of 17.2 Service Update 8 or later. Reference

Learn the ins
and outs of the
Industrial
Internet of
Things through
subjects ranging
from its history
and evolution,

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Oracle Service

Cloud Field right up to what

the future

holds. About

This Book Define

solutions that

can connect

existing systems

and newer cloud-

based solutions

to thousands of

thousands of

edge devices and

industrial

machines

Acces PDF Oracle Service Cloud Field Identify, define, and justify Industrial

Internet of
Things (IIoT)
projects, and
design an
application that
can connect to
and control
thousands of
machines
Leverage the

Acces PDF Oracle Service

power and
features of a
platform to
monitor, perform
analytics, and
maintain the
Industrial
Internet Who
This Book Is For
Architects who
are interested
in learning how
to define
solutions for

Acces PDF Oracle Service

the Industrial

Internet will

benefit

immensely from

this book.

Relevant

architect roles

include

enterprise

architects,

business

architects,

information

architects,

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Cloud solution

architects,
software

architects, and

others. The

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inclined line of

business leaders

investing in

these solutions.

What You Will

Learn Learn the

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Cloud Field
Service Cloud
Reference

history of the
Industrial
Internet and why
an architectural
approach is
needed Define
solutions that
can connect to
and control
thousands of
edge devices and
machines
Understand the
significance of

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Cloud Field
working with
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Service Cloud
leadership and
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key metrics to
be gathered
Connect business
requirements to
the functional
architecture
Gain the right
expectation as
to the
capabilities of
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Cloud Field

Internet applications and
how to assess

them Understand

what data and

analytics

components

should be

included in your

architecture

solution

Understand

deployment trade-

offs, management

Access PDF Oracle Service Cloud Field and security considerations, and the impact of emerging

technologies In
Detail The
Industrial
Internet or the
IIoT has gained
a lot of
traction. Many
leading
companies are
driving this

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Cloud Field
revolution by
connecting smart
edge devices to
cloud-based

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platforms and
solving their
business

challenges in
new ways. To
ensure a smooth
integration of
such machines
and devices,

Acces PDF

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Cloud Field

sound
architecture
strategies based
on accepted

principles, best
practices, and
lessons learned
must be applied.

This book begins
by providing a
bird's eye view
of what the IIoT
is and how the
industrial

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Service Cloud
Reference

revolution has evolved into embracing this technology. It then describes architectural approaches for success, gathering business requirements, and mapping requirements into functional

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solutions. In a

later chapter,

many other

potential use

cases are

introduced

including those

in manufacturing

and specific

examples in

predictive

maintenance,

asset tracking

and handling,

Acces PDF Oracle Service Cloud Field and environmental impact and abatement. The

book concludes
by exploring
evolving
technologies
that will impact
IIoT
architecture in
the future and
discusses
possible

Acces PDF Oracle Service Cloud Field societal implications of the Industrial Internet and

perceptions
regarding these
projects. By the
end of this
book, you will
be better
equipped to
embrace the
benefits of the
burgeoning IIoT.

Acces PDF Oracle Service

Style and
approach This
book takes a
comprehensive
approach to the
Industrial
Internet,
thoroughly
acquainting the
reader with the
concepts and
philosophy of
the IIoT. It
provides a basis

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Cloud Field
Service Cloud
Reference
for defining an
IIoT solution in
a thoughtful
manner and

creating what
will be viewed
as a successful
project.

Understand
everything you
need to know
about Oracle's
Integration

Access PDF Oracle Service

Cloud Service

and how to
utilize it
optimally for

your business

About This Book

The only guide
to Integration
Cloud Service in
the market

Focused on
practical action
to deliver
business value A

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Cloud Field's
guide to an
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product,
providing
comprehensive
training, and
showing how to
extract real
business value
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developer or
analyst who
wants to work
with ICS to
deliver business
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Will Learn Use
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understanding of
what a number of
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provide -
without needing
to understand
the fine details
of those
standards and

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Technologies

Understand the

use of

connectors that

Oracle provide
from technology
based
connections such
as file and
database
connections to
SaaS solutions
ranging from
Salesforce to

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Twitter Enrich
data and extend
SaaS integration
to route to

different
instances

Utilize a number
of tools to help
develop and
check that your
integrations
work before
connecting to
live systems

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Introduce and explain integration concepts so that the integrations created are maintainable and sustainable for the longer term. Provide details on how to keep up to date with the features that Oracle and

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partners provide

in the future

Get special

Service Cloud
Reference
connections

developed to

work with ICS In

Detail

Businesses are

built on data,

and applications

that access that

data. In modern

businesses the

same cloud-based

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data stores and applications might be accessed by hundreds of different applications from thousands of different devices via APIs. To make this happen, APIs must be wired together

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i.e. integrated.
Oracle
Service Cloud
Integration
Reference
Cloud Service

provides a complete method for integrating enterprise applications in the cloud. Integration Cloud Service (ICS) provides a cloud hosted

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means to
integrate
systems together
using a

graphical means
to define and
represent
integrations.

This book will
be a

comprehensive,
hands-on guide
to building
successful, high-

Access PDF Oracle Service Cloud Field availability integrations on ICS. This book sets out to

demonstrate how
ICS can be used
to effectively
implement
integrations
that work both
in the cloud and
on premise. It
starts with a
fast, practical

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introduction to
what ICS can do
for your

business and

then shows how

ICS allows you

to develop

integrations not

only quickly but

in a way that

means they are

maintainable and

extensible.

Gradually it

Acces PDF

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Cloud Field more

advanced

integrations,

showing how to

achieve

sophisticated

results with ICS

and work with

external

applications.

Finally the book

shows you how to

monitor cloud

apps and go

Acces PDF Oracle Service

beyond ICS to
build even more
powerful
integrated
applications. By
the end of the
book, you will
the knowledge on
how to use ICS
to solve your
own integration
needs and
harness the
technologies in

Acces PDF Oracle Service Cloud Field Service Cloud Reference

a maintainable
and sustainable
manner. Style
and approach

This book will
take a pragmatic
approach and
will be a
business-focused
guide to
delivering
business value
with ICS.

Acces PDF Oracle Service Cloud Field Service Cloud

The service
Reference
process design
landscape is
changing, with
many of the
previous
limitations
disappearing on
how and by whom
services are
delivered.

Opportunities

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for new service design configurations are being supported, to a large extent, by technology-enabled innovations; many tasks previously performed by the service provider may now be

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performed by either the customer or the service provider. As a result, customers are playing a more active role in the service process, not only through self-service but also through

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providing information to the service provider to create a more personalized service experience.

Designing Service Processes to Unlock Value explores how service

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processes can be designed to leverage the expanding range of opportunities for service providers and customers to co-create value. Readers will learn about frameworks for value Co-Creation and

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models for
designing all
types of service
processes, as

well as the
unique

challenges of
designing knowle
dge-intensive
services. The

book concludes
with approaches
to unlock these
capabilities-and

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Cloud Field
further boost
value Co-
Service Cloud
Creation. This
Reference
second edition
includes new and
updated examples
of technology-
enabled
innovations that
provide
unprecedented
flexibility in
service process
design and

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continue to
transform how
service
providers and
customers co-
produce
services. At the
same time,
readers will see
how these
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and sometimes su-
rprising-impacts

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on the nature of
the benefit and
cost tradeoffs
and synergies
that determine
value Co-
Creation.

Designing
Service
Processes to
Unlock Value
explores how
service

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processes can be designed to leverage the expanding range of opportunities for service providers and customers to co-create value.

The service process design landscape is changing, with many of the

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Cloud Field

previous
limitations
disappearing on
how and by whom

services are
delivered.

Opportunities
for new service
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configurations
are being
supported, to a
large extent, by
technology-

Access PDF Oracle Service Cloud Field enabled innovations; many tasks previously

performed by the
service provider
may now be
performed by
either the
customer or the
service
provider. As a
result,
customers are

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playing a more active role in the service process, not only through self-service but also by providing information to the service provider to create a more personalized service

Access PDF Oracle Service Cloud Field experience. Designing Service Cloud Reference Processes to

Unlock Value
explores how
service
processes can be
designed to
leverage the
expanding range
of opportunities
for service
providers and

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Cloud Field customers to co-
create value.

Service Cloud
Reference Readers will
learn about

frameworks for

value co-

creation and

models for

designing all

types of service

processes, as

well as the

unique

challenges of

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designing knowledge-intensive services. And with the growing number of alternatives for designing service processes and determining who performs the various service tasks, service performance

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outcomes are increasingly dependent on the knowledge, skills, and abilities—that is, capabilities—of both service providers and customers. Thus, the book concludes with approaches to

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unlock these capabilities—and further boost value co-creation.

Build and deploy an attractive, user-friendly web or mobile application in one day or less using Oracle's new, low-code

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Today's IT world is fast-paced, and the ability to rapidly deliver running code is the most crucial and sought-after skill a developer can have. Oracle has

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brought together
their enterprise
experience,
advanced

usability
knowledge, and
their best cloud
engineering to
produce an
innovative
platform giving
developers
unprecedented
productivity.

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You will learn how to use all aspects of Oracle Visual Builder Cloud Service to build web or mobile applications. Using the fully browser-based development environment, you'll gain experience with

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all the modern
user-interface
components that
the tool offers
for a visual, us
er-interface-
driven,
development
approach. You'll
also see how to
use the
integrated data
management
capabilities and

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existing REST data services to store your data, and learn how to easily transfer applications to a test/staging environment and later to production, while continuing to develop the next version in the development

Acces PDF Oracle Service Cloud Field

environment.
What You'll
LearnBuild great-
looking web and
mobile

applications in
a browser-based,
visual design
environment

Define custom
business logic
in the visual
logic editor or
with JavaScript

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Manage multiple concurrent application versions from development through staging and production
Define business objects with validation logic for application-specific data
Communicate with, and draw

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Cloud Field

data from,
existing REST
web services Use
Visual Builder

Cloud Service to
expand Oracle
SaaS solutions

Who This Book Is
For Developers
at all expertise

levels as well
as business

professionals

and UX designers

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with an interest
in using IT to
quickly solve
simple business
problems.

Because this
tool is based on
a modern low-
code approach,
no prior
programming
experience is
necessary to
benefit from the

Acces PDF Oracle Service Cloud Field

Service Cloud Reference

This document
brings together
a set of latest
data points and
publicly
available
information
relevant for
Platforms &
Applications
Industry. We are
very excited to

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share this
content and
believe that
readers will

benefit from
this periodic
publication
immensely.

This cookbook is
full of
immediately
useable recipes
showing you how

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Oracle Service

Cloud Field

to develop
service and
message-oriented
(integration)

applications on
the Oracle
Service Bus. In
addition to its
cookbook style,
which ensures
the solutions
are presented in
a clear step-by-
step manner, the

Acces PDF

Oracle Service

Cloud Field
explanations go

into great
Service Cloud

detail, which
Reference
makes it good

learning

material for

everyone who has

experience in

OSB and wants to

improve. Most of

the recipes are

designed in such

a way that each

recipe is

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Oracle Service

Cloud Field as a

separate,
standalone
entity and

reading of prior
recipes is not
required. The
finished

solution of each
recipe is also
made available
electronically.

If you are an
intermediate SOA

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Service Cloud
Reference

developer who is using Oracle Service Bus to develop service and message-orientated applications on the Oracle Service Bus, then this book is for you. This book assumes that you have a working

Access PDF Oracle Service Cloud Field knowledge of fundamental SOA Service Cloud concepts and Reference Oracle Service Bus.

Implementing
Oracle API
Platform Cloud
Service moves
from theory to
practice using
the newest
Oracle API

Acces PDF Oracle Service Cloud Field management platform. This critical new platform for

Oracle
developers
allows you to
interface the
complex array of
services your
clients expect
in the modern
world.

Acces PDF Oracle Service Cloud Field Service Cloud Reference

Gain a complete overview of Oracle CX Cloud Suite and its tools for functions ranging from marketing to sales and commerce to service Key Features Make optimal use of your Oracle CX

Access PDF Oracle Service

Cloud Suite to
improve business
results Achieve
improved

customer
insights through
Oracle CX's
advanced
capabilities
Learn how to
design a CX
solution
architecture

Book Description

Acces PDF Oracle Service Cloud Field Oracle CX Cloud Service Cloud Reference

offers features and capabilities that help companies excel at sales, customer management, and much more. This book is a detailed guide to implementing cloud solutions and helping

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Cloud Field
Service Cloud
Reference

administrators
of all levels
thoroughly
understand the
platform. Oracle
CX Cloud Suite
begins with an
introduction to
high-level
Oracle
architecture and
examines what CX
offers over CRM.
You'll explore

Acces PDF Oracle Service

Cloud Field
Service Cloud
Reference

the different
cloud-based
tools for
marketing,
sales, and
customer
services, among
others. The book
then delves into
deployment by
covering basic
settings,
setting up
users, and

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Cloud Field
provisioning.

You'll see how
to integrate the
CX suite to work
together to
interact with
the environment
and connect with
legacy systems,
social
connectors, and
internet
services. The
book concludes

Access PDF

Oracle Service

Cloud Field

with a use case

demonstrating

how the entire

Oracle CX Suite

is set up, and

also covers how

to leverage

Oracle ICS and

Oracle CX Cloud

for hybrid

deployment. By

end of the book,

you will have

learned about

Access PDF Oracle Service

Cloud Field
Service Cloud
Reference
the working of
the Oracle CX
Cloud Suite and
how to

orchestrate user
experience
across all
products
seamlessly. What
you will learn
Differentiate
between Oracle
CRM and CX Cloud
suites Explore a

Acces PDF

Oracle Service

Cloud Field
variety of

Oracle CX Cloud

tools for

marketing and

sales Set up

users and

database

connections

during

deployment

Employ Cloud

Suite CX tools

to aid in

planning and

Acces PDF Oracle Service CloudField analysis

Implement hybrid
Oracle CX

solutions and

connect with

legacy systems

Integrate with

social media

connectors like

Facebook and

LinkedIn

Leverage Oracle

ICS and Oracle

CX Suite to

Acces PDF Oracle Service

improve business
results Who this
book is for This
book is for

administrators
who want to
develop and
strengthen their
Oracle CX Cloud
Suite skills in
the areas of
configuration
and system
management.

Acces PDF Oracle Service

Whether you are
a new
administrator or
an experienced
professional,
this book will
enhance your
understanding of
the new Oracle
CX features.

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