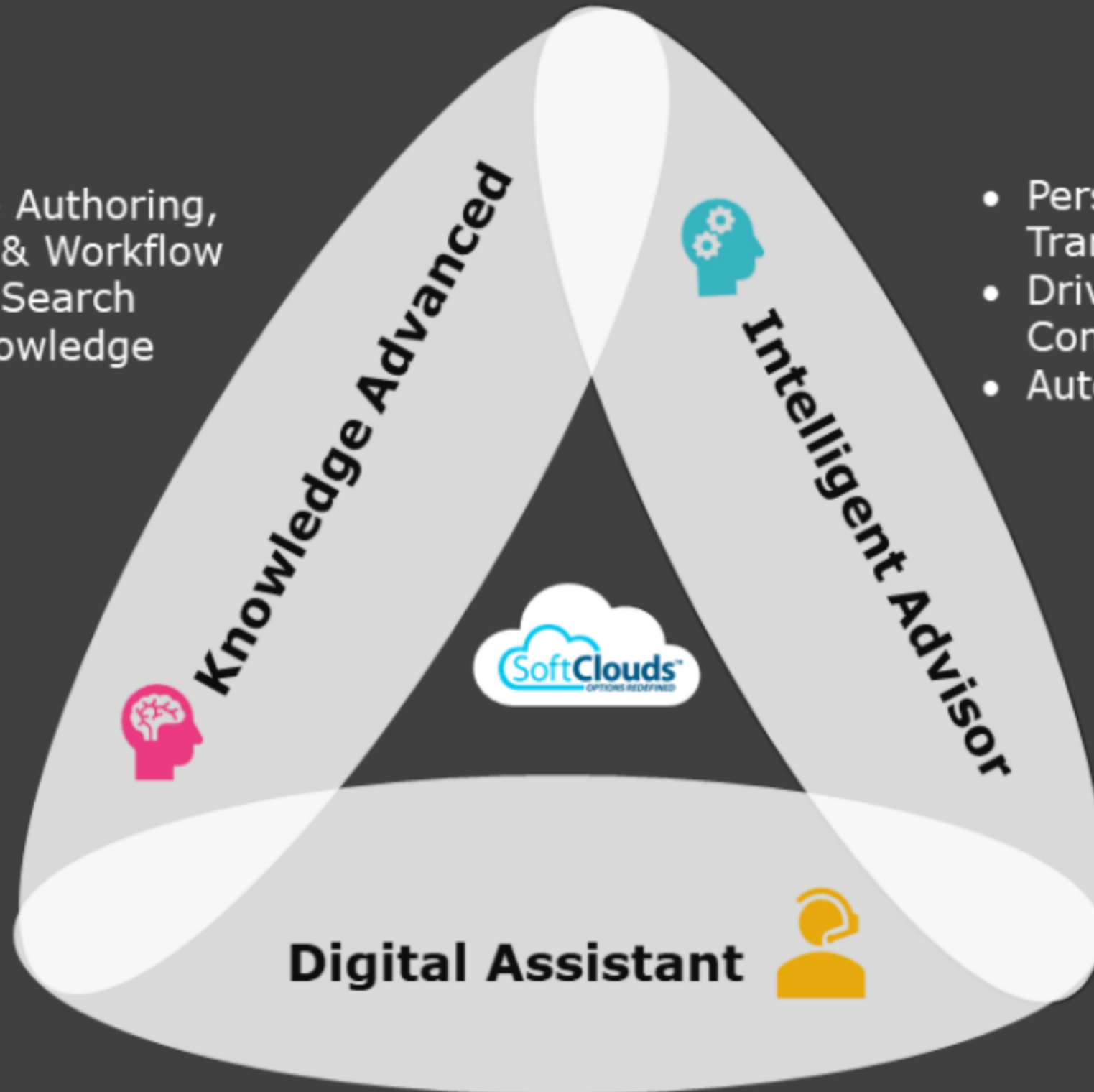


Reinventing Customer Service: Oracle Service Cloud & Digital Trifecta

Predict & Deliver Automated, Tailored, Accurate Service Anytime, Anywhere

- Knowledge Authoring, Publishing & Workflow
- Intelligent Search
- Guided Knowledge



- Personalized, Agile & Transparent Experiences
- Drive Cross-Channel Consistency
- Automated Decisions

- Deliver Conversational AI
- Expand Your Reach
- CX Automation

86%

Buyers are Willing to Pay More for a Better CX

69%

Companies Rate Personalizing the CX as a Top Priority

1.4B People are using Chatbots