

Siebel eAdvisor for the Public Sector

Key Features

- Highly interactive, instantaneous response
- Interactive needs analysis
- Context-sensitive advice and guidance
- Customizable look and feel
- Supports popular Web development technologies
- Context-sensitive cross-sell and up-sell capabilities
- Centralized product and selling knowledge
- Multichannel support
- Standards-based integration
- Integrated multichannel personalization

Budget reductions, equal service access mandates, and a shortage of government workers have increased the challenge of satisfying citizen expectations. Siebel eAdvisor helps government agencies meet and exceed citizens' diverse service requirements while reducing operating expenses.

Siebel eAdvisor provides citizens with a consistent interpretation of policy over the Web, on the telephone, in person at an office or kiosk, or through a third-party provider.

Ensure Cross-channel Consistency

Siebel eAdvisor increases citizen access to government agencies through the Web and improves satisfaction by providing a consistent multichannel experience.

This cross-channel consistency reduces duplicate requests, while increasing confidence and compliance with the recommendation.

Full Support or Self-service

Through instantaneous responses, high interactivity, and comprehensive policy information, Siebel eAdvisor helps government

agencies provide greater accessibility to accurate policy information across all citizen touchpoints.

Siebel eAdvisor can be used internally by government employees to help them answer citizen requests, thus improving customer service. When deployed externally via the Web, Siebel eAdvisor enables citizens to research and answer policy questions, as well as determine compliance and eligibility on their own.

By guiding users through a series of questions, Siebel eAdvisor helps government agencies meet efficiency mandates by reducing the cost of providing service.

Citizens can explore alternatives and consider "what if" scenarios as they make educated decisions on compliance and eligibility, apply for permits and licenses, and access updated regulations.

Easy Access to Information

Preferred for its ease of use, Siebel eAdvisor opens a low-cost service channel widely



Siebel eAdvisor guides citizens, public service employees, or third-party agents through government regulations to answer policy questions and help determine eligibility or compliance.

accessible through personal computers or at a public kiosk. These low-cost, "touchless" requests free government officials from routine responses, enabling more direct citizen interaction in complex cases.

Increased Employee Productivity

Helping government agencies overcome the challenge of training new employees, as well as controlling the expense of retraining, Siebel eAdvisor creates a uniform knowledge base of policy rules and their appropriate use that can be shared by employees and citizens across all service channels. By providing easy access to the most up-to-date policy information, Siebel eAdvisor turns novice service representatives into experts and enables citizens to expertly find their own solutions via the Web.

Open Integration

Siebel eAdvisor can be rapidly deployed and is easily maintained without programming.

Siebel eAdvisor supports open standards to allow seamless integration with Siebel eBusiness Applications and third-party back office and legacy systems, as well as case and content management applications.

Improved Citizen Relationships

By capturing the skills and practices of the best employees and replicating them on the Web, ensuring accurate responses, and providing prompt customer service, Siebel eAdvisor makes it possible to cost-effectively offer a high level of service to a diverse group of citizens.



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