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SERVICE DEFINITION

Oracle Intelligent Advisor

INTRODUCTION

Decillion Digital leverages Oracle Intelligent Advisor to automate complex policy and decision processes. By integrating OIA with Oracle Service Cloud and Digital Assistant, we deliver centralized, natural-language business rules that streamline operations. Our solution ensures consistent, transparent decisions across all channels, enhancing both customer-facing and internal employee experiences.

SERVICE FEATURES

- Seamlessly integrate Oracle Intelligent Advisor with any enterprise application.
- Provide transparent, natural-language system logic that empowers business users.
- Deliver technology-agnostic, cloud-native solution design and ongoing support.
- Centralize business rules to enable consistent, compliant decision-making across all channels.
- Offer automated multilingual translations, including Welsh and other supported languages.
- Enable high-speed batch processing for complex eligibility and policy rules.
- Build dynamic, intelligent smart forms in a matter of hours—not days.
- Design, configure, and deploy Oracle Digital Assistant for conversational experiences.
- Support both Agent Desktop and Browser User Interface environments.
- Provide comprehensive training to build self-sufficient Intelligent Advisor expertise within your teams.



SERVICE BENEFITS

- Shift critical policy rules out of hard-coded systems and into flexible, maintainable logic.
- Empower business users to create and manage components through intuitive low-code tools.
- Reduce dependency on specialized technical teams for ongoing updates.
- Simplify maintenance with structures that are far easier to manage than traditional code.
- Adapt rapidly to policy or regulatory changes while keeping costs low.
- Integrate seamlessly with existing enterprise environments and workflows.
- Deliver efficient, streamlined case and incident management capabilities.
- Provide real-time visibility into resource availability and operational status.
- Deploy solutions across web, mobile, and chatbot channels with ease.
- Enable comprehensive reporting and create a robust, centralized knowledge base.



SOLUTION APPROACH



ABOUT US

As a Decillion we partner in bridging technology and business innovation. With an extensive background across diverse technological verticals, we are dedicated to empowering your business through tailored digital solutions.

Our Expertise

Microsoft Dynamics	Technical Consulting	Azure DevOps	Technology Training	E-commerce Solutions
We specialize in MS Dynamics to streamline CRM and ERP systems, enhancing efficiency and productivity for businesses of all sizes.	Our expert consultants are adept at diagnosing your technical challenges and crafting strategic solutions that align with your business objectives.	We leverage Azure to improve your software development lifecycle, enabling faster deployment, reliable operations, and seamless integration of disparate systems.	Decillion Digital offers comprehensive training programs designed to upskill your team and keep them abreast of the latest technological advancements.	We create robust e-commerce platforms tailored to your specific needs, ensuring scalable, secure, and user-friendly shopping experiences.

At Decillion, we believe in the power of technology to transform businesses. Our approach combines innovative strategies with cutting-edge technologies to deliver measurable results. We are committed to providing exceptional service and building long-lasting relationships with our clients.

OUR MISSION

To enable businesses to achieve their full potential through the strategic implementation of technology.

OUR MISSION

To be a leading provider of technology solutions, known for our commitment to innovation, quality, and client satisfaction.

Explore how Decillion Digital can drive your business forward. Connect with us today to learn more about our services and how we can assist you in achieving your technological and business goals.

