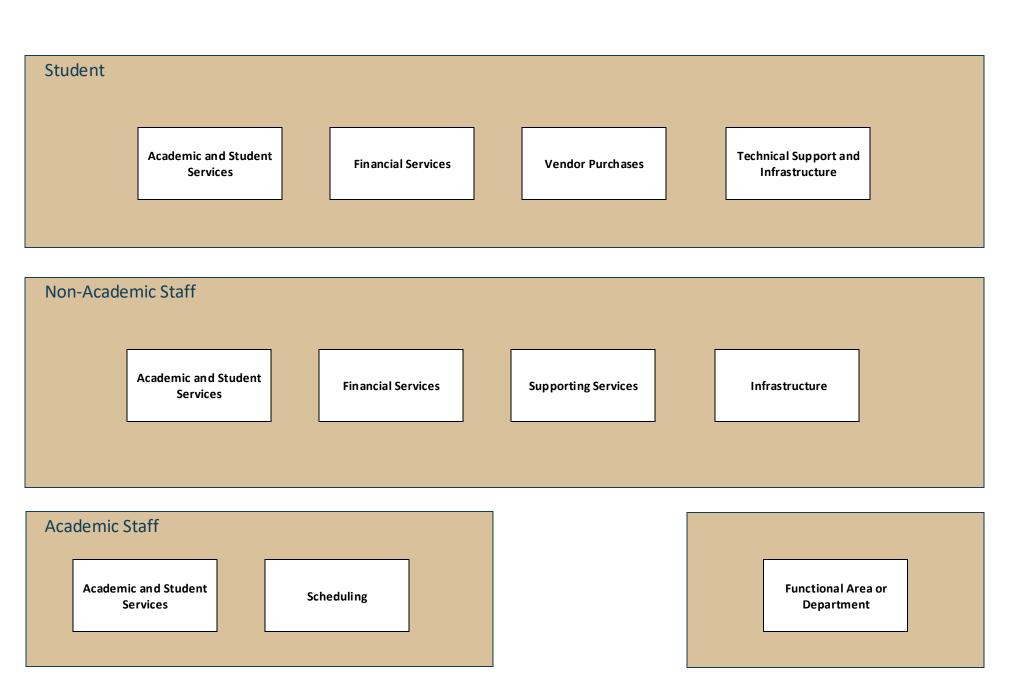
## **CRM Supporting Systems**



## **CRM Supporting Systems: Students**

Oracle Service Cloud /

RiahtNow

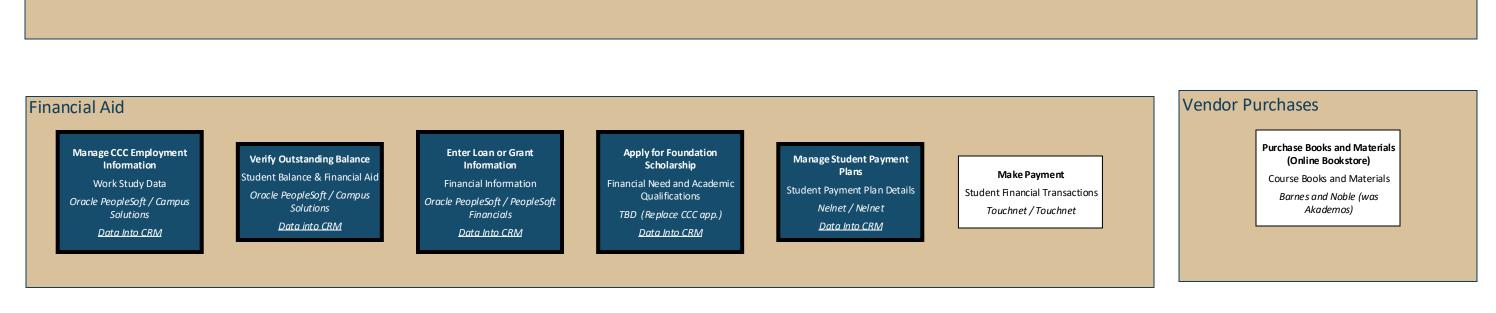
Oracle PeopleSoft / Campus

NebApplication / Cybersecurity

Application Form

## Academic and Student Services **View Student Records** CCC.edu Content **Use Campus Community Menu** Investigate Transfer Options Apply for a Job Apply for Star Scholarship Transfer Credits, Program Info, **Document Management** Student Demographics, Service CCC.edu knowledge base and Suggested Courses & Academic Job Applications, Resumes, Identifying Info and Data Course and Section Details, Indicators content Plan for Transfer Destinations Wait Lists, Transcripts Cover Letters **Sharing Consent** TAB / Fusion Website/Content Oracle PeopleSoft / Campus Oracle PeopleSoft / Campus Transferology / Transferology NaceLink / NaceLink Oracle PeopleSoft / Campus Solutions <u>Data into CRM (knowledge</u> <u>???</u> Solutions Solutions Data Into CRM Bidirectional <u>Bidirectiona</u> <u>base)</u> Data into CRM Data into CRM **Maintain Academic Details** ceive Academic Advisemen **Obtain Student Records Test for Math Placement** Test for English Placement Access Portal my.ccc.edu **Search Catalog for Courses** Courses, Grades Student Records and Transcript Degree Audit Math Placement Test Results **English Placement Test Results** No Data - Links only Data Course Details Oracle PeopleSoft / Campus Oracle PeopleSoft / Campus Aleks / Aleks McCann / McCann Oracle PeopleSoft /. PeopleSoft Solutions Solutions TAB / RMS Leepfrog / Online Catalog Interaction Hub <u>Data Into CRM</u> **Data into CRM** <u>Data into CRM</u> <u>Data into CRM</u> <u>???</u> Get Help from Call Center Get Help via Self Service Apply and Enroll Get in Queue for Services (Phone, Email or Chat) Obtain ID Card Submit a Title IX Complaint (Chatbot, Knowledge Base, CCC Application Items FAQ) Request, Response and Cal Student Interaction Notes and College and Turnstile Access Title IX Complaint and Oracle PeopleSoft / Campus **Appointments** Self Service Information and Details Resolution Steps Solutions Search Criteria Q-nomy / Q-nomy Oracle Service Cloud / Pace / SMS (Security WebForm/Title IX, EEO Prospect Functions Replaced by RightNow Oracle Service Cloud / Management System) **Application** ??? May be in CRM CRM RightNow placed by CRM or Contact Cent Respond to Recruiting Submit a Compliment or **Get Old Transcripts Apply for Cybersecurity** Appeal a Grade Complaint Outreach **Appeal SAP Hold Program** Complaint specific to Grade Scanned Transcript Images Compliment or Complaint ursuit Goals, Program Interest Student SAP Appeal Data and Cybersecurity Application Items prior to CCC Systems (1960s & Appeal Details and Resolution Steps Standardized Test Scores

Web Services / Grade Appeal



Web Application / SAP

Use Office365

Email, Files, Document Images,

Microsoft / Office 365,

One Drive, SharePoint, Sway,

Forms, etc..

**Bidirectional** 

**Search Academic Programs** 

Program Details, Requirements

CCC.edu / Program Finder

**Verify Assignment Originality** 

Originality Score Per

Assignment & Instructor

Fee dback

TII / Turnitin

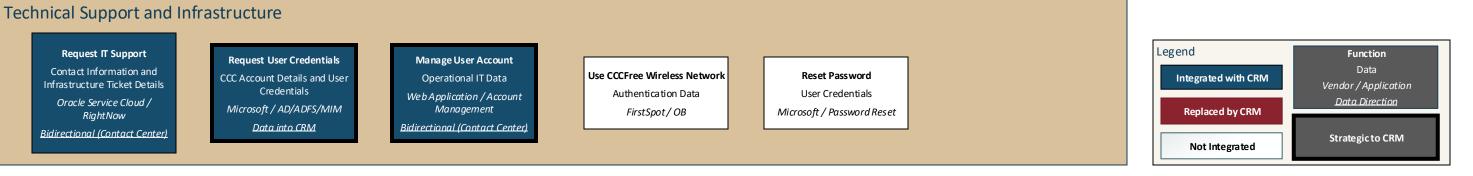
**Record Course Activity** 

Student Detailed Academic

Desire 2 Learn / Brightspace

1970s)

OpenText / ApplicationXtender



## **CRM Supporting Systems: Employees**

