

CRM Supporting Systems

Student

**Academic and Student
Services**

Financial Services

Vendor Purchases

**Technical Support and
Infrastructure**

Non-Academic Staff

**Academic and Student
Services**

Financial Services

Supporting Services

Infrastructure

Academic Staff

**Academic and Student
Services**

Scheduling

**Functional Area or
Department**

CRM Supporting Systems: Students

Academic and Student Services

Investigate Transfer Options Suggested Courses & Academic Plan for Transfer Destinations <i>Transferology / Transferology</i> <i>Bidirectional</i>	Document Management ??? <i>TAB / Fusion</i> ???	Use Campus Community Menu Student Demographics, Service Indicators <i>Oracle PeopleSoft / Campus Solutions</i> <i>Bidirectional</i>	Apply for a Job Job Applications, Resumes, Cover Letters <i>NaceLink / NaceLink</i> <i>Data Into CRM</i>	Apply for Star Scholarship Identifying Info and Data Sharing Consent <i>Oracle PeopleSoft / Campus Solutions</i> <i>Data into CRM</i>	CCC.edu Content CCC.edu knowledge base and content <i>Website/Content</i> <i>Data into CRM (knowledge base)</i>	View Student Records Transfer Credits, Program Info, Course and Section Details, Wait Lists, Transcripts <i>Oracle PeopleSoft / Campus Solutions</i> <i>Data into CRM</i>	Use Office365 Email, Files, Document Images, Notes <i>Microsoft / Office 365, OneDrive, SharePoint, Sway, Forms, etc..</i> <i>Bidirectional</i>
Maintain Academic Details Courses, Grades <i>Oracle PeopleSoft / Campus Solutions</i> <i>Data into CRM</i>	Receive Academic Advisement Degree Audit <i>Oracle PeopleSoft / Campus Solutions</i> <i>Data into CRM</i>	Test for Math Placement Math Placement Test Results Aleks / Aleks <i>Data into CRM</i>	Test for English Placement English Placement Test Results <i>McCann / McCann</i> <i>Data Into CRM</i>	Obtain Student Records Student Records and Transcript Data <i>TAB / RMS</i> ???	Access Portal my.ccc.edu No Data – Links only <i>Oracle PeopleSoft / . PeopleSoft Interaction Hub</i>	Search Catalog for Courses Course Details <i>Leapfrog / Online Catalog</i>	Search Academic Programs Program Details, Requirements <i>CCC.edu / Program Finder</i>
Apply and Enroll CCC Application Items <i>Oracle PeopleSoft / Campus Solutions</i> <i>Prospect Functions Replaced by CRM</i>	Get Help via Self Service (Chatbot, Knowledge Base, FAQ) Self Service Information and Search Criteria <i>Oracle Service Cloud / RightNow</i>	Get Help from Call Center (Phone, Email or Chat) Request, Response and Call Statistics <i>Oracle Service Cloud / RightNow</i> Replaced by CRM or Contact Center	Get in Queue for Services Student Interaction Notes and Appointments Q-nomy / Q-nomy ??? May be in CRM		Obtain ID Card College and Turnstile Access Details <i>Pace / SMS (Security Management System)</i>	Submit a Title IX Complaint Title IX Complaint and Resolution Steps <i>Web Form / Title IX, EEO Application</i>	Verify Assignment Originality Originality Score Per Assignment & Instructor Feedback TII / TurnItIn
Apply for Cybersecurity Program Cybersecurity Application Items <i>Web Application / Cybersecurity Application Form</i>	Submit a Compliment or Complaint Compliment or Complaint Details and Resolution Steps <i>Oracle Service Cloud / RightNow</i>	Respond to Recruiting Outreach Pursuit Goals, Program Interest, Standardized Test Scores <i>Oracle PeopleSoft / Campus Solutions</i>	Appeal a Grade Complaint specific to Grade Appeal <i>Web Services / Grade Appeal PDF</i>	Appeal SAP Hold Student SAP Appeal Data and Documentation <i>Web Application / SAP</i>		Get Old Transcripts Scanned Transcript Images prior to CCC Systems (1960s & 1970s) <i>OpenText / ApplicationXtender</i>	Record Course Activity Student Detailed Academic Activity <i>Desire 2 Learn / Brightspace</i>

Financial Aid

Manage CCC Employment Information Work Study Data <i>Oracle PeopleSoft / Campus Solutions</i> <i>Data Into CRM</i>	Verify Outstanding Balance Student Balance & Financial Aid <i>Oracle PeopleSoft / Campus Solutions</i> <i>Data into CRM</i>	Enter Loan or Grant Information Financial Information <i>Oracle PeopleSoft / PeopleSoft Financials</i> <i>Data Into CRM</i>	Apply for Foundation Scholarship Financial Need and Academic Qualifications TBD (Replace CCC app.) <i>Data Into CRM</i>	Manage Student Payment Plans Student Payment Plan Details <i>Nelnet / Nelnet</i> <i>Data Into CRM</i>	Make Payment Student Financial Transactions <i>Touchnet / Touchnet</i>
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Vendor Purchases

Purchase Books and Materials (Online Bookstore) Course Books and Materials <i>Barnes and Noble (was Akademos)</i>
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Technical Support and Infrastructure

Request IT Support Contact Information and Infrastructure Ticket Details <i>Oracle Service Cloud / RightNow</i> <i>Bidirectional (Contact Center)</i>	Request User Credentials CCC Account Details and User Credentials <i>Microsoft / AD/ADFS/MIM</i> <i>Data into CRM</i>	Manage User Account Operational IT Data <i>Web Application / Account Management</i> <i>Bidirectional (Contact Center)</i>	Use CCCFree Wireless Network Authentication Data <i>FirstSpot / OB</i>	Reset Password User Credentials <i>Microsoft / Password Reset</i>
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Legend

Integrated with CRM

Replaced by CRM

Not Integrated

Function

Data
 Vendor / Application
 Data Direction

Strategic to CRM

CRM Supporting Systems: Employees

Non-Academic Staff

Academic & Student Services

Get FERPA Training
Employee Training Status
Web Form / FERPA Application

Manage Faculty Info
Teaching Credentials, Contract, Tenure
Oracle PeopleSoft / Campus Solutions

Financial Services

Refund Student
Student Financial Transactions
BankMobile / BankMobile
Data into CRM

Maintain General Ledger
Student Financial Transactions, Capital Expenses, etc..
Oracle PeopleSoft / FSCM

Supporting Services

Create Digital Signage
Marketing Info
AppSpace / AppSpace
Data from CRM

Identify Person of Concern
Description of Person or CCC ID and Note About Concerning Behavior
Web Application / Person of Concern Form
Protected Data TBD???

Infrastructure

Manage Phone System
Desk Phone Support, Call Center & Help Desk Autodialing & Call Routing
Mitel / Mitel
?? Might integrate for Outbound calls

Manage CCCSecure and CCC Labs Wireless Networks
Access Point Data
Cisco / Cisco Wireless Controller

Manage Cisco Switch iOS Backup and Deployment
Cisco Switch Data and Passwords
Kiwi Cat Tools / Kiwi Cat Tools Professional

Academic & Student Services Staff

Academic & Student Services

Star Scholarship Tracking
Student Demographics and Academic Data
Web Services / Star Applications
Data into CRM?

Get FERPA Training
Employee Training Status
Web Form / FERPA Application

Proctor Exams
Exam Scheduling and Appointments
TimeTrade / TimeTrade
Replaced by CRM (scheduling)

Manage Caseload
Appointment Data, Student Interaction Notes
EAB / GradesFirst
Replaced by CRM???

Scheduling

Schedule Classes and Events
Room and Appointment Schedules
Ad Astra / Ad Astra
Bidirectional (events)??

Use Decision Support Tools
Dashboard Data and Decision Support Queries
ZogoTech / OpenBook
Data from CRM

Legend

Integrated with CRM	Function Data <i>Vendor / Application</i> <i>Data Direction</i>
Replaced by CRM	Strategic to CRM
Not Integrated	