



# Ideas On Demand

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# Ideas On Demand in your Oracle CRM On Demand



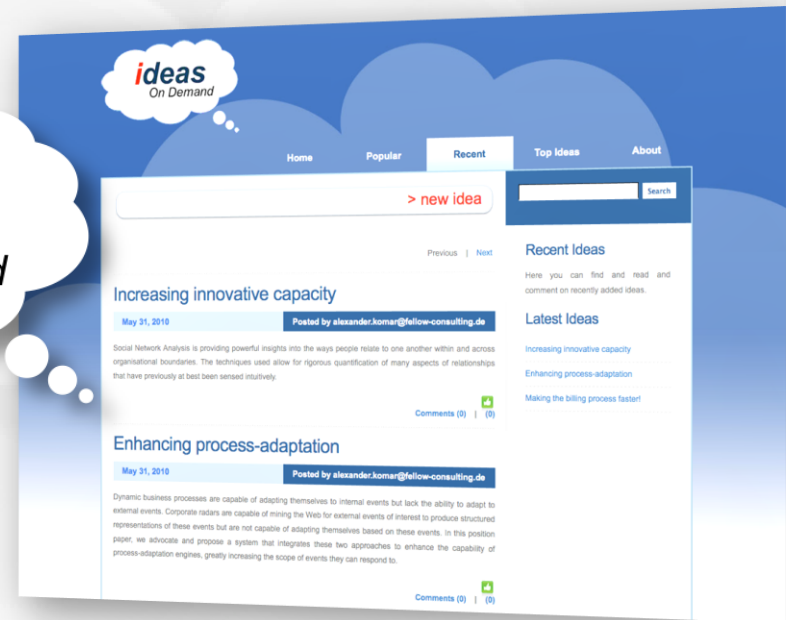
Ideas On Demand is an easy to use application for **collecting and evaluating ideas from within your Oracle CRM On Demand**. Capture user ideas and benefit from new innovations.

Always accessible through your CRM thanks to Custom Object and Single Sign On.

# Be inventive with Ideas On Demand

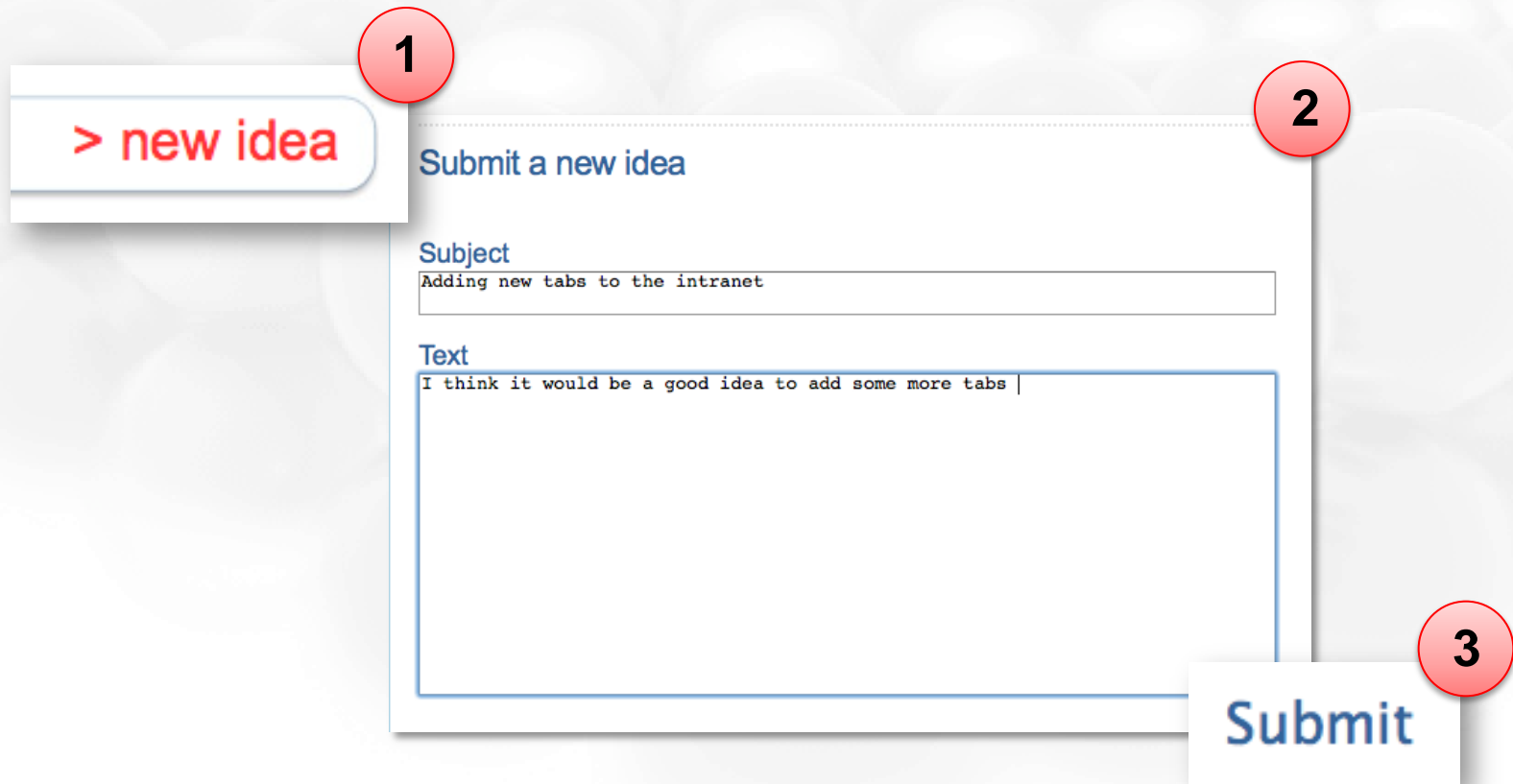
- Ideas On Demand allows users to **share, discuss and vote** on new ideas for enhancements.
- The integration of Ideas On Demand with CRM On Demand allows you to use the Ideas data to **enrich contact profiles** and **analyze your customers**.
- **Improve** your products and services by listening closely to your customers wishes.

**ideas**  
On Demand



# How it works

Ideas On Demand is as easy to use as a normal online forum.  
Just click on "new idea" and enter your suggestion for improvement.



The screenshot shows a web form titled "Submit a new idea".

- 1**: A callout box points to a button labeled "> new idea".
- 2**: A callout box points to the "Submit" button at the bottom right of the form.
- 3**: A callout box points to the "Submit" button.

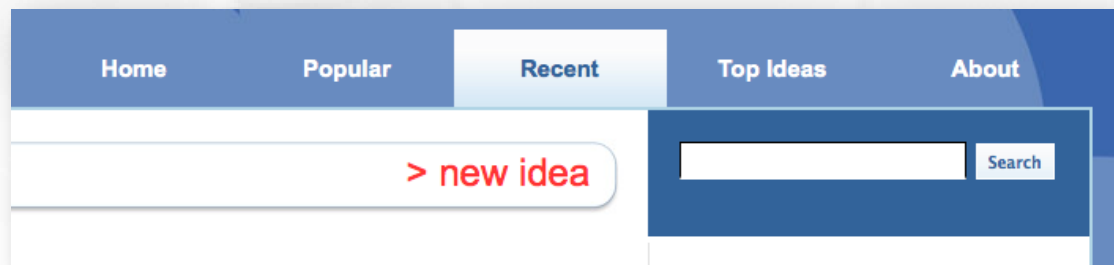
The form contains the following fields:

- Subject**: A text input field containing "Adding new tabs to the intranet".
- Text**: A larger text area containing "I think it would be a good idea to add some more tabs |".

# Browsing ideas

Ideas in Ideas On Demand are structured into three categories:

- “**Popular Ideas**” are the most discussed ideas with lots of comments.
- In “**Recent Ideas**” you can find, read and comment recently added ideas.
- “**Top Ideas**” are ideas which have the highest amount of promotions.



# User login

- Ideas On Demand is using **Google Accounts** and **Facebook Accounts** for user login.
- User can access Ideas On Demand through their existing Google or Facebook accounts.
- That way **no extra registration** is needed for using Ideas On Demand



# Single Sign On in CRM On Demand

No extra login is needed for accessing Ideas On Demand from within your Oracle CRM On Demand

The screenshot displays the Oracle CRM On Demand user interface. At the top, a navigation bar includes links for Home, Calendar, Leads, Accounts, Contacts, Opportunities, Service, Reports, Dashboard, Campaigns, Solutions, and Forecasts. The user's name, Daniel Jordan, is visible in the top right corner. On the left side, there is a 'Message Center' with 0 new messages and a 'Search' section with a dropdown menu set to 'Contacts' and input fields for 'Last Name', 'First Name', and 'Email'. Below the search section is a 'Create' menu with various options like Account, Appointment, Contact, and Deal Registration. The main content area features a large blue banner with the 'ideas On Demand' logo in a thought bubble. Below the banner are tabs for 'Home', 'Popular', 'Recent', 'Top Ideas', and 'About'. A prominent red button labeled '> new idea' is positioned above a search bar. The main content area displays a post titled 'Wondering how this works from within CRMOD' dated June 07, 2010, posted by 'raorao'. The post text asks, 'Is it possible to demo this from within CRMOD?'. Below the post, there are 'Comments (0)' and a thumbs-up icon. On the right side, there are sections for 'Recent Ideas' and 'Latest Ideas', each with a search bar and a list of ideas.

# Ideas On Demand in the cloud

- Ideas On Demand is stored online in the cloud.
- No extra fees are charged for the hosting.
- No installation or configuration effort.
- The sensitive user and ideas data is only stored in your CRM, that way no confidentiality issues arise.
- Minor setup in the CRM environment is done by Oracle Customer Care. So we don't need to access your environment.



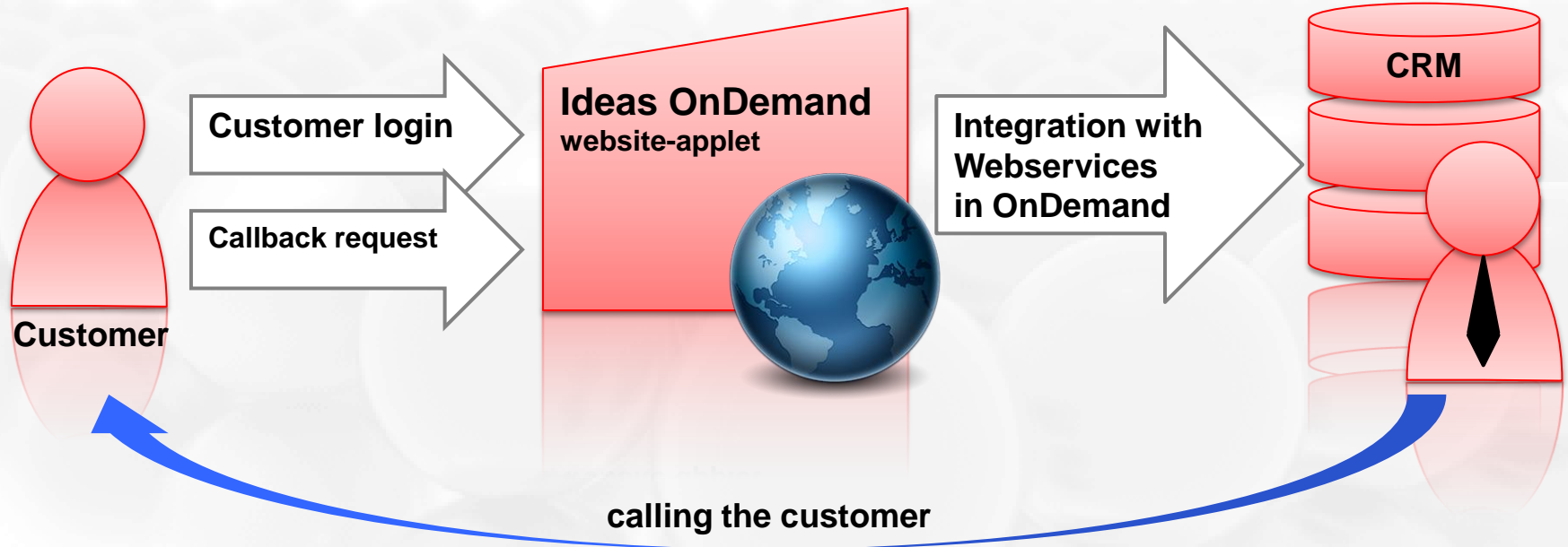
**ideas**  
On Demand

# Submitting ideas



- The Customer can access Ideas On Demand through a website.
- He can enter new ideas after he logged into the service.
- Thanks to the integration of the service through Webservices, the application can be accessed directly from within CRM OnDemand.

# Requesting a callback



- The Customer can send a callback request by filling out a form on the website.
- The request can be viewed in On Demand thanks to the integration with Webservices.

# Contact Us



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