

SOFTPHONE SRL

Workspace Connector Validated Integration with Siebel Innovation Pack 2014



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Leverage Both Your Workspace and Siebel CRM

Integrate the Genesys CX Platform with your Siebel CRM

Company Overview

Softphone is a leading Contact Center Solutions Developer and Systems Integrator specialized in Genesys solutions. With more than ten years of experience with Genesys products, Softphone is the right partner to tackle any Contact Center Project. The Softphone collaboration with Genesys Professional Services includes delivering services for some of the largest contact center deployments. From Siebel integration to contact center optimization, Softphone consultants provide the expertise and quality delivery needed to efficiently address the rapidly changing needs of customer service.

Integration Overview

Today CTI and Siebel CRMs are typically managed by two different teams and cost centers, which prevents seamless visibility of customer data in the Siebel CRM. With this Workspace Connector for Siebel from Softphone, you can get that seamless integration and still avoid expensive customization.



Validated Integration

Siebel Customer
Relationship
Management

Oracle Validated Integration gives customers confidence that a partner's integration is functionally sound and performs as designed. This can help customers to reduce deployment risk, lower total cost of ownership, and improve the user experience related to the partner's integrated offering.

Integration Details

The Workspace Connector eliminates the extensive Siebel work that is usually required to customize the connection between the CRM and the customer experience platform. The scripting module allows you to control the Genesys CX platform. The CRM can control the external toolbar and attaches CRM data to customer calls in real time so that your agents can provide more first call resolutions. The Workspace Connector for Siebel enhances agent productivity by providing screen pop, case transfer and click-to-dial functions.

Reliability - The Workspace Connector for Siebel supports SIP business continuity and is very fault tolerant. A fault affects only one agent, not the entire contact center (server-side architecture is a single point of failure).

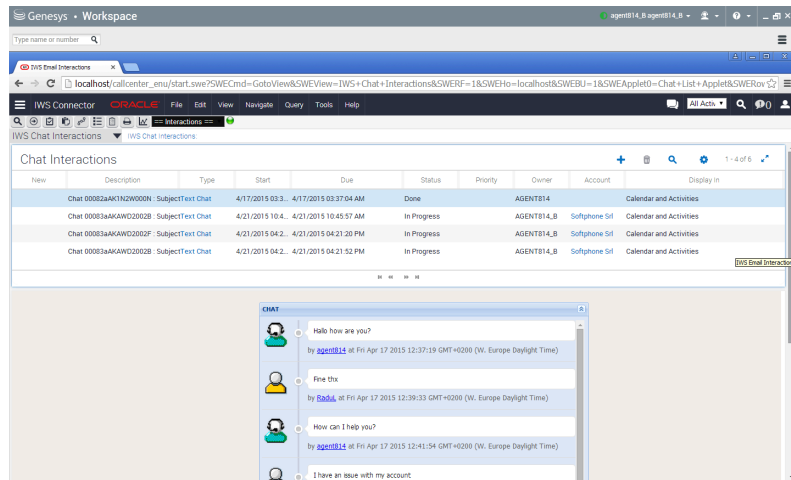
Bi-directional control – Genesys events can be published inside Siebel to allow screen pop and commands can be triggered from Siebel to control Workspace.

Availability
Worldwide

Flexibility - The Workspace Connector offers extensible integration module; indeed custom events and custom commands can be easily developed by the customer and added to the out-of-the-box use cases.

Multi-channel support – This Connector will continue to provide great integration as you grow with your business in the future with Digital Engagement such as email and web chat, web/voice callback, SMS, and social media.

Support
email:
support@softphone.zendesk.com
website: <https://softphone.zendesk.com/hc/en-us>



Chat transcript inside Siebel

Environment

Genesys Environment

- Genesys Workspace 8.5
- Workspace Connector 1.4
- Microsoft - NET Framework 4.x

Oracle Environment

- Oracle's Siebel Innovation Pack 2014

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