

PureConnect Platform

integration with Oracle Service Cloud

Key features of Oracle Service Cloud integration

- Universal queuing of calls with all interaction types, including email, incidents, web forms, social media and chat
- Customizable screen pop of objects and data
- Ability to transfer screen pop and information from agent to agent
- Media bar presentation for quick-access call controls, presence management and interaction management
- Context-rich, click-to-dial capabilities within client
- Unified activity reporting from interaction details stored in the data repository

Give agents a more powerful environment to serve your customers

When agents are prepared for every phase of the service process, they enrich the experience and strengthen customer relationships.

The **Genesys PureConnect™ platform**, powered by Customer Interaction Center (CIC) creates a tightly integrated solution Oracle® Service Cloud. Customers get to the Oracle agent and web-facing features together with IVR, multichannel and universal queuing, as well as the routing capabilities of the Customer Interaction Center.

With all the tools agents need in one place, they can offer faster, more complete service.

Integration benefits

- Better communication
- Higher first-call resolution rates
- Greater customer satisfaction

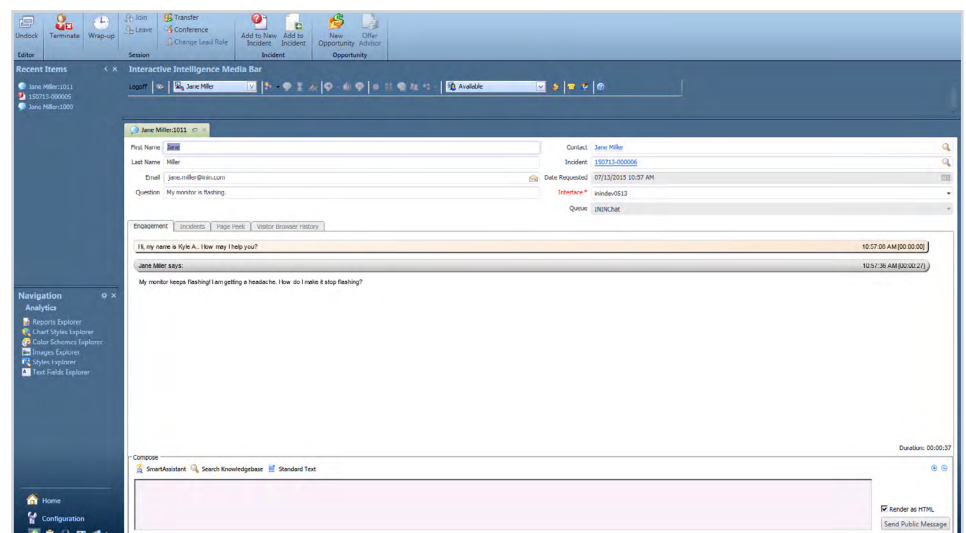
Software prerequisites

- PureConnect 2015 R2 or later
- Oracle Service Cloud

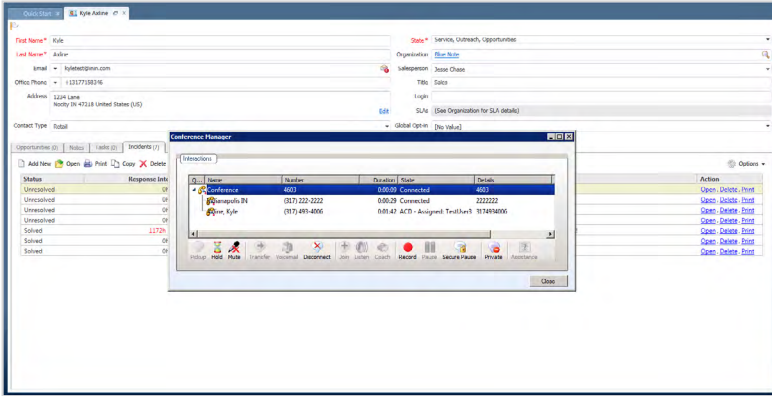
Support standard PureConnect login types

Support remote and in-house agents and users

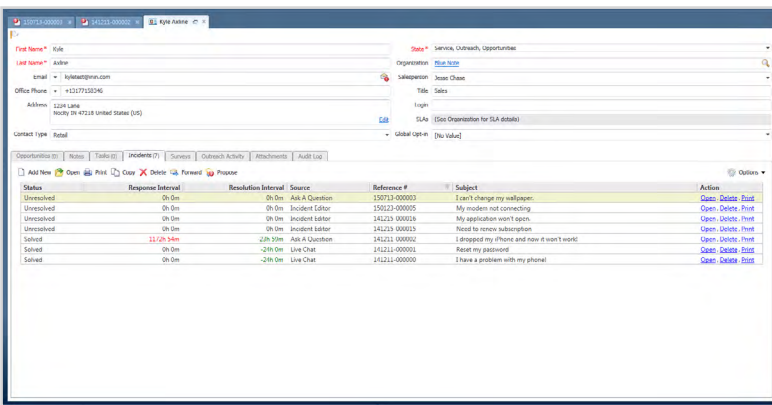
- Workstation
- Remote workstation
- Remote number
- SIP soft phone



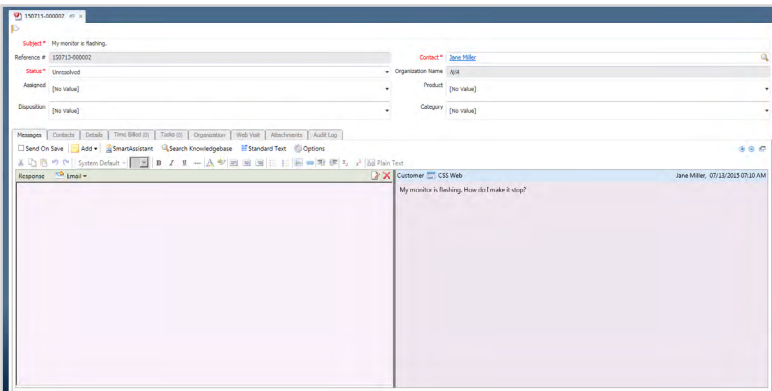
Manage chat interactions from within the Service Cloud interface



The integrated PureConnect media bar puts all call controls at your fingertips



Access customer history and needs via incident screen pops



Respond to email directly from the Service Cloud console

Key features

Boost agent productivity

Centralize service functions in a single desktop application.

- Use point-and-click call management.
- Get presence management and see agent availability.
- Eliminate the need to toggle between applications during the service process.

Route and queue calls as well as Oracle interactions.

- Speed agent responsiveness.
- Provide greater insights into agent activity.
- Create more efficient cross-channel staffing.

Integrate interaction detail reporting.

- Eliminate the need for agents to re-enter information.
- Get greater insights into agent performance.
- Improve consistency and accuracy of data.

Improve customer satisfaction

Put the customer in full view.

- Access history and needs via screen pops.
- Transfer screen-pop information when engaging subject matter experts.
- Allow customers to choose how to interact—phone, email, chat or social media.

Simplify deployment of the Oracle Service Cloud integration

Count on Genesys written and maintained integration.

- Eliminate the need for third-party middleware.
- Reduce deployment cost and complexity.
- Gain tighter integration through joint use of Microsoft .NET technologies.

ABOUT GENESYS

Genesys® powers more than 25 billion of the world’s best customer experiences each year. Our success comes from connecting employee and customer conversations on any channel, every day. Over 10,000 companies in more than 100 countries trust our #1 customer experience platform to drive great business outcomes. Genesys on-premise and cloud solutions are built to be fluid, instinctive and profoundly empowering. Combining the best of technology and human ingenuity, we work the way you think.

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