Validated Integration with Oracle® Siebel CRM

Increase intelligence for CRM applications

Genesys PureConnect together with Oracle Siebel Customer Relationship Management offers a tightly unified solution for contact center automation.

The PureConnect advanced softphone capabilities are seamlessly integrated into the Oracle Siebel CRM user interface.

This creates standard call controls and a powerful, user-configurable, rules-driven screen pop to virtually any Oracle Siebel CRM view, based on data collected in the phone system.

Basic and tailored screen pops

Use caller ID, or deliver menu navigation data collected in the IVR to drive a context-rich screen pop.

Voice and data synchronization on internal transfers

Agent-to-agent transfers send the current Siebel screen as a screen pop. No more annoying requests for callers to repeat their contact information.

Simple activity generation PureConnect creates Siebel activities for all multimedia interactions (inbound/outbound) with the ability to manually or automatically associate the activity to a given Siebel entity.

Extensive integration model

The PureConnect plug-in methodology allows additional customization for specific commands/events unique to the implementation.

Configurable work item display

Define and customize information in the agent work item display—name, phone number, IVR data.

(Shown below)
Genesys software prerequisites

PureConnect Premise (formerly Customer Interaction Center™ (CIC)) 2015R3

- Interaction Desktop use is optional (required for email, web chat, and callback response functionality).

In non-Windows environments, a separate server running Siebel Communications Session Manager on Microsoft Windows OS platform is required.

Standard PureConnect login types

Support remote agents/users as well as those in house.

- Workstation
- Remote workstation
- Remote number

Oracle environment

No additional voice boards or equipment required for calls, emails, incidents, web forms, and chats.

Key features

- Screen pop
- Siebel activities for all media types
- Multimedia toolbar presentation of calls, emails, web chats, callbacks and generic objects
- Quick access call controls
  - Make call
  - Pickup call
  - Release call
  - Hold/resume call
  - Blind transfer
  - Consultative (warm) transfer
  - Multi-way conferencing
  - Time-in-queue and on-call tracking for calls
  - Login and logout as a local or remote agent
  - Agent status in PureConnect linked to Siebel CRM agent reason codes
  - Unified reporting for activity generation and time-in-system tracking
  - Additional functionality provided with side by side use of PureConnect Interaction Desktop Client.
  - Multimedia response management
  - Advanced transfer dialog
  - Dial pad
  - Supervisor assistance request dialog

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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