



Product Datasheet

inConcert Allegro Contact Center

Systems and Processes Integration



Integrate your contact center to your corporate business processes and systems.

inConcert Allegro Middleware is an advanced integration platform allows you to exchange data from practically any of your existing systems without the delay or cost of developing customized solutions.

Overview

A better way to integrate processes, systems and people.

Customer contact involves all of your business processes, such as sales, collections, information and providing support, among others. So naturally, your contact center must be able to interact with your other systems in order to access data and generate information. A tight integration between your contact center platform and your data, applications and business processes is vital to the efficiency, profitability, and competitiveness of your operation. inConcert Allegro Middleware makes this connectivity possible with exclusive technology that significantly cuts integration complexity, and therefore, the cost and time to achieve it.

Integrate your contact center with your business.

inConcert Allegro Middleware makes it possible to exchange messages between heterogeneous systems, invoke web services and access different databases among various other integration capabilities. Our advanced technology ensures that the exchange of information between your contact center and business applications is delivered cohesively and in real-time. Agents enjoy a single point of access to information, avoiding duplication and data inconsistencies. The result is a significant increase in operational productivity by efficiently resolving all of the interactions associated with customer service.

Business processes automation.

inConcert Allegro Middleware integrates your contact center technology with your systems and processes. Coupled with automation of your work flow, it provides the context you need to maximize operational efficiency, making your contact center an effective part of your organization's business processes.

Key Features

Note: The implementation of some features may require professional services

- Automation of the processes between your various information systems.

- ODBC database access.

- Minis and Mainframes automation (IBM390, AS400, RS6000, among others).

- Publication and access to Web Services.

- Invocation of external processes and components (COM, CORBA, SOAP , RPC).

- Exchange of proprietary messaging between systems.

- Standard messaging exchange (ISO8583, SWIFT, CNAB, XML).



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inConcert delivers full-IP, premise-based and hosted, cross-industry, all-included contact-center solutions, which help organizations to increase productivity, decrease operational costs, and earn customer loyalty. Each solution is customized using our proprietary contact-center software, specialized systems integration technology and professional services.

For more information, please visit www.inConcertCC.com