



CLOUD CONNECTORS FOR ORACLE SERVICE CLOUD

Overview

ConvergeOne, in conjunction with Oracle, has built a suite of connectors to integrate Oracle Service Cloud with the leading contact center platforms from Cisco and Avaya. The objective of these connectors is to provide a “pre-integrated” solution that establishes the Oracle Service Cloud Desktop application and MediaToolbar as the primary user interface for customer interaction.

Two Levels

The Service Cloud connectors come in two versions to meet the full range of customer requirements:

Voice CTI enables the telephony controls on the Service Cloud Media Toolbar to provide functionality such as “click to dial”, and Service Cloud Incident screenpop based on Automatic

AVAILABILITY

Service Cloud Voice CTI is available now for Contact Center and Unified Communications platforms from Cisco and Avaya. Service Cloud UQ is available on Cisco’s Unified Contact Center Enterprise and Avaya call centers equipped with AES today.

Number Identification (ANI), Dialed Number Identification System (DNIS) or Customer Entered Digits (CED). It is a client-level integration with the Service Cloud Media Toolbar.

Universal Queue (UQ) involves both server-level and client-level integrations that enable all of the Voice CTI functionality. Also provides routing and management of other Service Cloud media such as email and chat, and media such as SMS in the future. Routing and management are handled by the telephony/call center platform through a server-level integration with Service Cloud; this establishes the so-called universal queue of all media types for Service Cloud equipped desktops.

Key Attributes

- > Enables Softphone Telephony Controls of the Service Cloud Media Toolbar
- > Using ANI, DNIS or CED, facilitates a screenpop of critical customer data upon call delivery to the agent. Enables making calls by dialing a number in the Softphone, choosing a number in an online directory, or choosing a phone number from the active workspace
- > View all Service Cloud records related to a call, such as Contact, Incident, etc. and generate automatic call logs
- > Small software footprint, no expensive middleware, no coding, and no additional hardware required for the Voice CTI connector
- > Provides out-of-the-box Integration, and supports future releases of Service Cloud and the applicable Cisco and Avaya platforms
- > Supports single-step Login to Service Cloud and the respective Voice Platform
- > Straight-forward implementation and minimal professional services required for an out-of-the-box installation of Voice CTI
- > UQ versions provide screenpop for chat and email sessions; and queuing/managing of voice, email and chat interactions in a universal queue

For more information please visit convergeone.com or contact your ConvergeOne representative.

