

ENGHOUSE INTERACTIVE

Contact Center Service Provider CTI Adapter for Siebel CRM Validated Integration with Siebel Customer Relationship Management



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Validated Integration

Siebel Customer Relationship Management

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

Enable greater contact center efficiency

The Contact Center Service Provider (CCSP) Computer Telephony Integration (CTI) Adapter for Oracle's Siebel Customer Relationship Management (Siebel CRM) notifies agents of important customer details with intelligent screen pops when calls are answered in CCSP, streamlining the call handling experience and improving first call resolution success.

Company Overview

Enhouse Interactive is a leading provider of customer experience solutions. Its applications are designed to help businesses maximize the value of customer interactions using any form of digital or voice communication, making customer experience teams more productive and creating more time for proactive customer engagement. Enhouse Interactive products include both cloud and on-premise solutions, giving customers the alternatives and flexibility they desire.

Integration Overview

Enhouse Interactive CSSP is a powerful cloud-based, omnichannel contact center application. It has a highly scalable, carrier grade, multitenant architecture delivering voice and digital interactions to agents via TouchPoint, an intuitive HTML-based user interface. Voice traffic can leverage a private branch exchange (PBX), unified communications, or a built-in, session initiation protocol (SIP) softphone. In addition to inbound voice, CCSP intelligently routes email, SMS, web, and social chat interactions, and includes interactive voice response (IVR), CTI, predictive dialing, and multimedia recording on a single platform.

The CCSP CTI Adapter is loaded by the Siebel Communications server. The integration provides the agent with instant access to call information within CCSP TouchPoint. Click to dial is enabled within the Siebel CRM desktop, enabling calls to be immediately placed with the CCSP application.

Integration Details

The CCSP CTI adapter for Siebel CRM includes the following capabilities:

- Make outbound calls.
- Make outbound calls by clicking contact information.
- Automatically populate incoming i caller details on the agent's screen.

AVAILABILITY

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- Automatically A transfer calls to a selected agent.
- Automatically synchronize the agent’s phone status within Siebel CRM.
- Administrators may control the logging of agent activity.

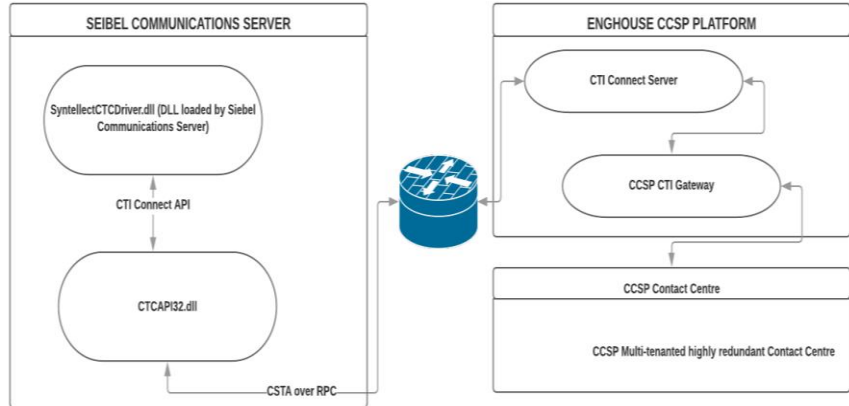


Figure 1. Integration architecture between the CCSP CTI Adaptor and Siebel CRM.

SUPPORT

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Environment

Enghouse Interactive Environment	Oracle Environment
<ul style="list-style-type: none"> • Contact Center Service Provider CTI Adapter for Siebel CRM, release 1.2 • Oracle Database 12c Release 1 <p>Note that Enghouse software is only supported on Windows Server environments.</p>	<ul style="list-style-type: none"> • Oracle’s Siebel CRM 19.7 (32-bit edition) • Oracle Database 12c Release 1



Validated Integration

Oracle Applications

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