Apropos multi-channel interaction management suite for PeopleSoft Enterprise

Intelligent routing and management of all interactions. Voice, CTI, IVR, email, web chat, co-browse, fax. Fully integrated and validated with PeopleSoft Enterprise 8 CRM.

Apropos’ interaction management platform enables realtime communications workflow across the collaborative enterprise supporting the intelligent management of interactions including inbound calls, outbound calls, voice mail, email, web chat, web callback, web co-browsing, VoIP, and fax. The platform integrates seamlessly with leading enterprise applications such as Oracle’s PeopleSoft Enterprise 8 CRM and with an array of communications infrastructures including circuit-switched and IP-based voice, wireless, and internet.

Apropos’ patented visual universal queue and advanced classification, personalization, and routing engine represents the foundation for a multichannel contact center strategy. Apropos’ multichannel solution enables interaction management across the enterprise and provides advanced tools for functions including customer service, help desk, inside sales, eCommerce, HR, and contact center management. The Apropos interaction management platform is built upon an open, standards-based architecture enabling rapid and reliable integration with existing enterprise applications and communications infrastructure for single and multisite client deployments.

Apropos Technology
Apropos Technology is a premier provider of enterprise interaction management solutions. With a global distribution and support network, Apropos supports hundreds of companies in 18-plus countries including 3Com, Charles Schwab, FannieMae, Juniper Networks, Manugistics, Konica, MetLife, Nokia, Veritas, Zurich Life, and many others in industries ranging from communications, financial services, manufacturing, and high technology to government, retail, and travel and hospitality.
The Apropos-PeopleSoft Enterprise Integration

The Apropos Agent application "pops" specific customer information in PeopleSoft Enterprise 8 CRM, empowering the agent to deliver a quick and efficient response.

Integration Overview

Integrating Apropos’ Multi-Channel Interaction Management Suite—Apropos Version 5—with PeopleSoft Enterprise 8 CRM broadens the value-added functionality for you as a PeopleSoft Enterprise applications customer. The integration enhances your investment by improving customer service levels, improving agent productivity and contact center efficiency, and reducing costs.

The integration of Apropos Version 5 with PeopleSoft Enterprise 8 CRM improves call routing, automatically delivers end user information to tele-sales, service, support, and help desk agents, empowers customers with self-service capabilities, and provides managers with powerful reporting and management tools that result in lower support costs and higher customer satisfaction. In addition to certifying the integration, Apropos has packaged a QuickStart™ Kit for PeopleSoft Enterprise 8 CRM, enabling rapid deployment of Apropos-PeopleSoft Enterprise solutions. The QuickStart Kit, available to any customer using Apropos Version 5 and PeopleSoft Enterprise 8 CRM, includes prepackaged modules for:

- Looking up PeopleSoft Enterprise application customer or contact data from within an IVR session, email, or other interaction request, to identify the customer and any pertinent service agreements.
- Verifying customer-entered data through IVR touch-tones or emails against the PeopleSoft Enterprise database.
- Gathering information regarding open help desk, support, or service order tickets for data-directed routing or text-to-speech status playbacks.
- Creating new help desk cases, support cases, or field service orders through email or IVR.
- Screen-popping appropriate PeopleSoft Enterprise screens automatically when agents take an interaction.
**Apropos Version 5 Validated Software Integration for PeopleSoft Enterprise 8 CRM**

The integration between Apropos Version 5 and PeopleSoft Enterprise 8 CRM leverages component interfaces for realtime database queries into the PeopleSoft Enterprise database, and URL requests for agent screen pops. Scripts on the Apropos server access the PeopleSoft Enterprise component interfaces through their external COM bindings. They also construct the appropriate URL request to be used by the Apropos Agent application to navigate the PeopleSoft Enterprise 8 CRM application to the desired screen. This integration has been packaged in the Apropos QuickStart Kit for PeopleSoft Enterprise 8 CRM. Additional information on the integration is available in the “PeopleSoft Enterprise Integration Note” at www.apropos.com/peoplesoft.htm.

**Availability**

Apropos Version 5 and the Apropos QuickStart Kit for PeopleSoft Enterprise 8 CRM are available from Apropos Technology. For more information call 1 877 APROPOS, email sales@apropos.com, or visit www.apropos.com.

**Support**

Apropos Technology fully supports Apropos Version 5 and the Apropos QuickStart Kit for PeopleSoft Enterprise 8 CRM.

**Validation Environment**

**Hardware:** Compaq ML 370 Server  
**Software:** PeopleTools 8.14, PeopleSoft Enterprise 8 CRM  
**Partner product:** Apropos Version 5  
**Database platform:** MS SQL 7.0  
**Operating system:** Windows NT 4  

(See Apropos for additional hardware, databases, and operating systems supported.)

For additional information about partnering with Oracle, please contact us at opninfo_us@oracle.com or visit us at www.partners.oracle.com.

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