

GENESYS

Gplus Adapter Validated Integration with Siebel Customer Relationship Management 8.1



2001 Junipero Serra Boulevard
Daly City, CA 94014
Toll Free: 1.888.GENESYS
Tel.: +1.650.466.1100
Fax: +1.650.466.1260
genesyslab.com



Validated Integration

Siebel Customer Relationship Management

Through the Oracle PartnerNetwork, partners with validated integrations are able to provide customers with standards-based product integrations, tested and validated by Oracle. Customers benefit from improved risk management and smoother upgrade capability, leading to a lower total cost of ownership and greater overall satisfaction.

Availability

Out-of-the-Box Integration Between Genesys and Siebel Customer Relationship Management

Real-time interaction management.

Company Overview

Genesys, an Alcatel-Lucent company, focuses on open standards software for managing interactions in contact centers. Leading Global 500 organizations, including the top 10 Oracle's Siebel Customer Relationship Management (Siebel CRM) implementations, use Genesys solutions to improve customer satisfaction and business results. Genesys offers Siebel CRM customers a packaged adapter that integrates the contact center with Siebel CRM and supports multiple access channels. This approach speeds implementation, reduces risk, and simplifies support.

Integration Overview

Improves Customer Satisfaction and Profitability

- Provides customers choice of interaction methods with consistent experience
- Provides real-time routing of interactions based on customer profile, history, and needs

Increases Productivity

- Unified desktop with interactive screen-pop and complete view of customer data
- Intelligent "work-items" routing to available skilled resource

Simplifies Implementation and Maintenance

- Jointly developed out-of-the-box integrated solution
- Maintenance of agent configuration through Siebel CRM

Integration Details

The Genesys Gplus Adapter 8.0 provides server-side integration (driver and server-based components) with Oracle's Siebel Customer Relationship Management (Siebel CRM) 8.1.

Driver-based components, leveraging Siebel Communications Server:

- The Voice component enables the integrated solution for managing all voice interactions

Toll Free: 1.888.GENESYS
Tel.: +1.650.466.1100
Fax: +1.650.466.1260
genesyslab.com/

- The Business Process Routing (media routing) component leverages the robust routing technology of the Genesys Universal Routing for any Siebel CRM work items
- Developed using Oracle's Siebel Tools, the Genesys Multimedia components enable Genesys E-mail and Chat Interaction Management, and integrate within Siebel CRM

Support
genesyslab.com/

The Gplus Adapter Driver components use Oracle's Siebel Adaptive Communications API, and communicate directly with Genesys server-based synchronization components:

- Configuration Synchronization component synchronizes agent-related data between Siebel CRM and Genesys
- Campaign Synchronization component synchronizes Siebel CRM campaigns and call lists from Siebel CRM to Genesys

Environment

Genesys Environment

Genesys Gplus Adapter 8.0

Oracle Environment

Oracle's Siebel Customer Relationship Management 8.1

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

Oracle is a registered trademark of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.