

GENESYS

Gplus Adapter v7.5 Validated Integration with Siebel Customer Relationship Management 8.1



GENESYS
AN ALCATEL-LUCENT COMPANY

2001 Junipero Serra Blvd.
Daly City, CA 94014
Toll-free: 1.888.436.3797
Tel: +1.650.466.1100
Fax: +1.650.466.1260
www.genesyslab.com



Validated Integration

Siebel Customer
Relationship
Management

Through the Oracle PartnerNetwork Application Integration Architecture for Partners Initiative, 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.

Pre-built integration of Genesys Contact Center Suite with Siebel CRM

Real-time interaction management

Company Overview

Genesys, an Alcatel-Lucent company, is 100 percent focused on open standards software for managing interactions inside contact centers. Leading Global 500 organizations, including some of the largest contact center implementations of Oracle's Siebel Customer Relationship Management (Siebel CRM) rely on Genesys to improve customer satisfaction and business results. As a Gold level Oracle partner, Genesys works closely with Oracle and offers 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 contact center efficiency

- Customer choice of interaction methods (phone call, chat, email, fax, letter) with consistent experience
- Real-time routing of interactions based on customer profile, history, and request type

Increases agent productivity

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

Simplifies implementation and maintenance

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

Integration Detail

The Gplus Adapter provides server-side integration (driver- and server-based components) with Siebel CRM.

Availability

Corporate Headquarters
Genesys Telecommunications
Laboratories
2001 Junipero Serra Blvd.
Daly City, CA 94014
Tel: +1.888.GENESYS
Fax: +1.650.466.1260

Regional Contacts - Genesys
Worldwide Offices

North America & Latin America:
<http://www.genesyslab.com/contact/americas>

Europe, Middle East & Africa:
<http://www.genesyslab.com/contact/emea>

Asia Pacific & Japan:
<http://www.genesyslab.com/contact/apac>

Support

<http://genesyslab.com/support/contact/>

Driver-based components leveraging Siebel Communications Server:

- The Voice component enables the integrated solution for managing all telephone voice interactions.
- The Business Process Routing (Media Routing) component leverages the robust routing technology of the Genesys Universal Routing Solution for any Siebel work items, such as Siebel emails or service requests.
- Developed with Siebel Tools, the Genesys Multimedia components enable Genesys E-mail and Chat Interaction Management and integrate within Siebel CRM.

The Gplus Adapter driver components use the Siebel Adaptive Communications API and communicate directly with Genesys server-based synchronization components:

- The Configuration Synchronization component synchronizes agent-related skills data between Siebel CRM and Genesys.
- The Campaign Synchronization component synchronizes Siebel outbound campaigns and call lists from the Siebel CRM Marketing module to Genesys.

Environment

Genesys Environment

Gplus Adapter 7.5

Microsoft Windows Server 2003/2008, or Solaris/AIX Unix

Genesys CIM 8.0

Oracle Environment

Siebel Customer Relationship Management Release 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.