INCONTACT
inContact Agent Validated Integration with Siebel Customer Relationship Management 8.1


**inContact Agent - CTI integration for voice communication with Oracle’s Siebel Customer Relationship Management**

**Company Overview**
The inContact cloud call center solutions are built on the flexible inContact Cloud Contact Center platform. The platform includes cutting-edge contact center solutions like Automatic Call Distribution (ACD), customer relationship management (CRM) integration, interactive voice response (IVR), and workforce optimization. Our virtual call center platform significantly improves customer feedback through call center surveys, optimized workforce scheduling, and CRM integration to significantly reduce operating costs.

Given our customers' needs, we continually release new solutions and technologies for our contact center platform. Our open-door policy means we actually listen to our customers and innovate based on their particular contact center needs.

**Integration Overview**
The inContact Agent for Siebel Customer Relationship Management (Siebel CRM) - developed by our Elite partner, Estuate, - leverages the Siebel CRM capabilities to integrate Siebel CRM voice handling features with the inContact call center management software. This solution allows the inContact call center and voice communication features to be utilized, managed, and controlled from the Siebel CRM user interface.

- The integration extends the voice handling capabilities of inContact to Siebel CRM
- The integration will provide a virtual telephony interface for outbound and inbound call handing from Siebel CRM
- The integration will also provide multiple call handling mechanisms and transfers to an agent from Siebel CRM
- Through this integration, Siebel CRM provides screens that display inContact Agent information through an integration technology called Virtual Business Component
- All data exchange between inContact and Siebel CRM will be real-time interfaces
**Availability**
The inContact Agent for Siebel CRM is available through the inContact sales channel. Existing customers should contact their account representative to arrange discussions about availability, pricing, and more.

**Support**
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**Integration Details**
The inContact cloud call center platform provides standard APIs that can be invoked to extend the voice handling features provided by this application. These APIs exchange data in the JSON format over REST protocol. Siebel CRM invokes these inContact APIs to provide voice communication features to extend the functionality into Siebel CRM. These APIs are invoked to initiate, manage, and control all voice communications between Siebel CRM and the customer. The Siebel CRM driver was customized to manage this communication with the inContact system. Within Siebel CRM the driver invokes the corresponding Siebel CRM built-in APIs to connect to the inContact application to send and receive data. The driver uses the HTTPS communication protocol to invoke inContact APIs. The custom driver file was developed and installed on the Siebel CRM server, and uses secure HTTPS transport protocol for all data exchange. To display inContact information in Siebel CRM, the integration technology Virtual Business Component has been used. Siebel CRM provided EAI components that enable this data exchange. All data from inContact is only for viewing and not stored in the Siebel CRM database. All data exchange happens over HTTP protocol initiated from Siebel CRM. The request and response messages are in the JSON format. As inContact expects JSON over REST API framework, conversion of data from property set format to JSON is performed within the Siebel CRM system. EAI JSON convertor service has been used to convert data between JSON and the property set format.

**Environment**

*inContact Environment*
- inContact Agent for Oracle's Siebel CRM

*Oracle Environment*
- Oracle's Siebel Customer Relationship Management (Siebel CRM) 8.1.1
- Oracle Database 11g

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