

Enabling Cisco's UCCX to route telephone calls using the Oracle Service Cloud

Connects for Harmony CCX Edition is a gadget that provides a range of call control features within the Oracle CRM. The pre-integrated gadget is very easy-to-implement and yet offers a wide range of CTI functionality. Through the gadget interface, agents can call, transfer, and conference customer telephone calls. In addition, they can control their readiness state so that administrators and other agents are instantaneously aware of their status. The software also logs all of these interactions in the Oracle databases so agents can quickly and easily track that data in future customer interactions.

The media bar embedded within the Oracle Service Cloud GUI provides a single integrated view into all customer interactions. The gadget will automatically pop customer calls and simultaneously bring up any relevant Oracle records entered through the IVR or caller ID, which further speeds transaction handling.

The full suite of the gadget's call handling features is conveniently accessible within the Harmony Service Cloud GUI. Because the gadget and CRM create a single-pane-of-glass that provides full CTI functionality, while at the same time offering agents unhindered access to the CRM, agents will be able to work faster and more efficiently, which in turn means customers will be served more effectively.

Key Benefits

- **Flexible screen pops.** b+s Connects Harmony for Oracle CX® reduces handle time, speeds issue resolution, and enables faster call processing by providing agents with screen pops of customer information at the time the interaction arrives. This cost savings alone provides a rapid and significant Return-On-Investment.
- A **"single pane of glass"** approach eliminates fumbling between applications, providing agents with access to tools, customer information and interaction management in a single GUI.
- Pre-integrated solution provides rapid and reliable deployment and lowers implementation costs.

Oracle Service Cloud becomes the single pane of glass so agents don't have to toggle between multiple applications

Voice control is integrated into the Oracle Service Cloud GUI

