

ethosIQ Insurance Case Overview

Client Specifications:

Two business units each with:

- (1) Genesys Voice
- (1) Avaya Environment
- (1) eGain
- (1) SFDC
- (1) Genesys iWD
- (4) Login IDs per Agent
- Multiple Routing Engines
- Up to (4) ACD IDs per BU

Resolution:

- Installation of a Single Collector (CEP)
- Correlation of agent interaction from all sources into a single agent ID
- Provided single real-time state of agent
- Single Historical Feed
- Single Enterprise View
- Hosted Solution

Effects:

- > \$1,275,000 5 yr TCO savings
- Increased Efficiency
- Enhance Customer Experience

