

Client Specifications:

- Two Merging Companies
- (2) Genesys Voice Platforms
- (12) Genesys SIP Environments
- (1) Genesys Outbound
- (3) Login IDs per Agent
- Multiple Routing Engines
- Up to (12) ACD IDs

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
- Configurable / Condensed RTA event
- Single Historical Feed
- SaaS Model

Effects:

- Reduced Cost
- Enhanced Customer Experience
- Improved Support and Service
- Increased Efficiencies