

SUCCESS STORY | CONTACT CENTER

Leading cloud contact center software company enhances CX with CRM connector

Unifying communication platforms for better customer-agent engagement

About the client

The client is a market leader in Cloud-based Contact Centre Software in the US.

Requirement

The client was looking for a technology partner to integrate its two different contact center solutions - Avaya Aura UC and Five9 cloud contact center solution. They were looking for a robust and flexible connector, coupled with an interface, which can provide the contact center managers with higher visibility on currently available agents and present status for better engagement.

Solution

With a “Build Once Deploy Many” approach, Servion built a robust, scalable end-to-end connector, seamlessly facilitating the data integration between Avaya and Five9.

The solution included:

- **Real-time integration** between Five9 cloud contact center solution and Avaya Aura UC. This integration enabled the connector to extract and display the agent list, present status, and activities

- A **UI-based admin tool** for better configuration of the integration
- Building a **UI for the dynamic status** of the agents and effective handling of customer queries
- End-to-end **customer and L3 support** covering troubleshooting, root cause analysis, etc

Business outcomes

Servion's deployment brought about several other operational benefits for the client, including:

- **Seamless and faster integration**, reducing average handle time (AHT) in handling customer queries
- **Higher visibility** on agent availability, present status, and activities
- Increase in **first-call resolution (FCR)** and customer satisfaction score (CSAT)
- Geographical redundancy and high availability
- **Complete control** over integration and its configuration



The Servion difference

Our sustained focus on CX technologies and over two decades of experience delivering advanced customer service solutions let us tackle the most demanding projects, deliver the value you expect, and maximize the return on your technology investments. Our difference is built on five pillars.

- Deep expertise implementing and managing contact center technologies
- Broad experience across all the categories of the CX stack
- Impeccable delivery track record with an Industry-leading Net Promoter Score (NPS) of over 65
- Vendor-neutral consultative approach
- Ability to combine packaged applications assembly and tailored software development

For more than 25 years, Servion has been trusted by customer-centric brands for designing, building, running and optimizing Contact Centres and Customer Experience (CX) solutions. Our 800 CX professionals apply their passion and deep domain expertise to the entire design-build-run-optimize solution lifecycle. For more information, visit <https://servion.com/>.



Crafting CX solutions

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