

SUCCESS STORY | CLOUD CONTACT CENTER

Leading US based cloud contact center integrates communication with Five9 Contact Center and Avaya Aura UC

Unifying communication platforms for better customer-agent engagement



About the client

The client is a market leader in cloud-based contact center 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, using 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 Five9 contact center solution and Avaya Aura UC.

Servion’s IVR solution included:

- **Real-time integration** between Five9 cloud contact center solution and Avaya Aura UC, enabling 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

- Increase in first-call resolution (FCR) and customer satisfaction score (CSAT)

- Geographical redundancy and high availability

- Complete control over integration and its configuration

For more than 25 years, Servion has been trusted by customer-centric brands for designing, building, running and optimizing Contact Centers and Customer Experience (CX) solutions. Our 1100 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/>.



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