

SUCCESS STORY | BANKING

Leading US bank improves agent-supervisor engagement with Servion's WFM Connector

Connecting AVAYA POM and Nice WFM for better workforce management

About the client

The fifth-largest bank in the US, headquartered in Minnesota with over 74000 employees, serving millions of customers across the country with a diverse mix of financial services that include consumer and business banking, corporate and commercial banking, payment services and wealth management and investment services.

Requirement

The bank was looking for an effective connector to integrate the newly updated Avaya Proactive Outreach Manager platform (POM) with its NICE Workforce Engagement Management for efficient staffing and RPA needs. The bank migrated from the traditional Avaya Proactive Contact Solution dialer to the latest POM, who does not have a direct interface to pass the critical agent/state/call data to Nice WFM. The requirement was to build an interface on AVAYA POM to fetch data and send it to Nice WFM for MIS and workforce predictions.

Solution

With a "Build Once Deploy Many" approach, Servion built a robust, scalable end-to-end connector, that seamlessly ensures the data integration between AVAYA POM and Nice WFM.

The solution included:

- **Real-time data integration**, enabling the connector to capture agent/state/call statistics data from AVAYA POM and send it to Nice WFM.
- **Historical data management**: Apart from the real-time feed of data, the connector can feed the historical data at periodic intervals to Nice WFM as upload files.
- **Tools and technologies**: The data flow combined cutting-edge tools and technologies including Java, Hibernate, Apache Kafka, AVAYA POM Real-time SDK, Message Queues, MS SQL-Server, XML Stream, and Socket Server.

Business outcomes

With the implementation of AVAYA POM - Nice WFM connector, the contact center operations in terms of workforce management and customer engagement became more efficient and handy. Servion's deployment brought about several other operational benefits for the client, including:

- Workforce management and **staff forecasting made simple.**

- Robust and **minimal configurations** to fetch the data feed.

- **Higher visibility** on queues, call status, workload, and agent performance for supervisors like never before.

- **Better data integration** for better resource and MIS planning.



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 architecting, implementing, and managing Contact Centers and Customer Experience (CX) solutions. Servion has helped 600 enterprises across the globe deliver memorable experiences to their customers, partners, and employees.



Crafting CX solutions

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