

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/>.



Servion is a registered trademark worldwide. The mention of other product and service names might be trademarks of other companies. This document is current as of the initial date of publication and may be changed at any given point of time.

© Servion Global Solutions

Learn more at servion.com

Follow us at [linkedin.com/company/servion-global-solutions](https://www.linkedin.com/company/servion-global-solutions)

For more information, contact marketing@servion.com