

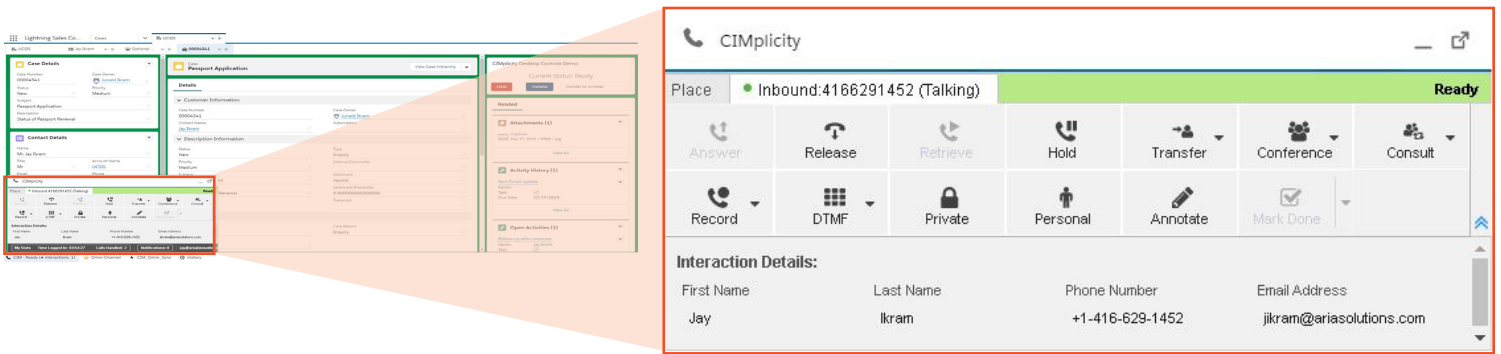


CIMplicity CTI Connector for Genesys



Open CTI-based Genesys softphone for Salesforce

Make it easy for your business to adapt to your agent needs by ensuring they have the right customer info to do the right thing, at the right time - all within Salesforce. Provide customer data, automate tasks, and display agent metrics to reduce agent time and improve the customer experience.



Highlights



Reduce agent time by invoking automated tasks



Supports Genesys Omni-channel including: voice, email, chat, work delivery, Apple Business Chat, & others.



Highly intergrated into Salesforce



Business users can simply make changes



Provide different configurations for different business units



Agent performance metrics and threshold triggered notifications

Maximize agent efficiency and effectiveness



- Agents can handle multiple customer sessions simultaneously
- Organize your Genesys data in Salesforce – filter, transform and highlight within Salesforce to make it more intuitive for your agents
- Use task automation to simplify your agent tasks and data consistency

Improve CX



- Provide business agility through a highly configurable Salesforce integration, which means fast and easy turn around times
- Implements Genesys contact center capabilities right within Salesforce, using OpenCTI, Web Service, Apex calls, or Aria's JavaScript API
- Allow agents to control and use multiple Genesys channels, or mix and match Genesys and Salesforce channels

Operational improvements



- Agent performance metrics and threshold triggered notifications
- Allow unique configurations for different business units
- Easily intergrated into third party systems

Who are we?

At Aria we believe that everyone should have a great customer experience – regardless of industry, organization size or channel. We are here to collaborate and solve business and technology problems with you, so you can sleep better at night. Our enthusiastic and highly experienced team can break down your silos and ensure you have a unified customer engagement solution.



1200+
successful
projects



500,000+
employees
enabled



60+
platform
certifications