



WFM Adapter for PureCloud



Genesys PureCloud data straight to your WFM System

Managing a contact center can be tricky. Business managers need workforce management software that can provide today’s operational insights and help prepare for the next storm. However, your WFM system is only as good as the data you give it. That’s why Aria created the WFM Adapter for PureCloud to help you manage your entire workforce in one place and make the best decision possible.

The WFM adapter takes data from PureCloud and molds it to a format that can be used by WFM systems such as NICE, Aspect, Teleopti, and Verint. With the adapter, business managers can effectively manage performance and forecast work volume and staffing.



Highlights



Cloud solution connecting PureCloud to NICE, Teleopti, Verint, and Aspect WFM



Voice, email, and chat support



Historical reporting provides agent and queue metrics at regular intervals



RTA feed provides instant agent state changes for real-time adherence monitoring



Easy-to-use UI for all your configurations



Approved by Genesys guaranteeing application quality, security, and tested with new PureCloud releases

Maximize the return of your WFM system



- Support for Voice, Email and Chat.
- Historical reporting with key metrics generated at customizable intervals.
- RTA reporting with detailed agent state changes to ensure schedule adherence.
- Reporting adheres exactly to published WFM vendors' specifications.

Minimal IT investment from you



Deployment can be completed within a single day. It is that easy. The adapter is hosted in the cloud to provide you with the flexibility, reliability, and enterprise-level security required for all your business needs.

Guaranteed application quality from us



You never need to worry about testing or changes to the data specification. As a PureCloud partner, we have early access to PureCloud releases, allowing us to complete testing before new PureCloud releases go live. Additionally, our partnerships with WFM vendors let us keep our adapter up-to-date with any specification changes.

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