



## WFM Adapter for Genesys Cloud



### Aria delivers accurate data effortlessly to your WFM

When powering your WFM, speed and accuracy matters. WFM can only ever be as good as the data you give it. Businesses lose an estimated \$62 billion per year through poor customer service, 60-70% of your contact centre costs is staffing so if your data is out by 1-2%, this could cost you millions annually.

Aria has over 20+ years' experience of providing accurate WFM data feeds effortlessly which means you can be up and running within hours not months, be up to 5x less expensive to run versus in-house built systems and avoid the costly impact of inaccurate data.

#### LOWER COST

Flexible billing, high uptime, security and scalability

#### SETUP IN HOURS

Easy as 1,2,3. Connect, Configure and Deploy

#### ACCURATE DATA

Real-time RTA feed, historical feed and persistent data



Genesys Cloud

Certified Genesys Cloud premium app (approved, secure, integrated)



Flexible billing accommodates seasonal ups and downs



Scalability and reliability guarantees high availability and uptime



Genesys Cloud



WFM Adapter for Genesys Cloud



WFM Vendor

### Supported WFM Systems





## Maximize the return of your WFM system

- Support for **Voice, Email, Chat, Outbound Campaigns, Callbacks, SMS and Social.**
- 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 investment from you

- Transition your WFM easily to Genesys Cloud
- 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.



## Rapid innovation, reliability and scalability

- We keep pace with Genesys' weekly updates to Genesys Cloud
- You never need to worry about testing or changes to the data specifications. Aria complete testing before new Genesys Cloud releases go live.
- 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