

INCREASE CUSTOMER & AGENT SATISFACTION

- Empower agents to better service customers
- Ensure consistent cross channel communication



UNBEATABLE TIME TO MARKET

- Increase the value of each customer interaction
- Offer increased reliability by minimizing overall complexity



HOW DOES IT WORK?

Provides one entry point to multiple channels: Telephony, Web Forms, Emails and CRM systems for optimized customer interactions



GENESYS
GVALIDATED
INTEGRATION

OpenMethods RightNow Adapter

INTEGRATED DESKTOP CTI PLATFORM FOR YOUR AND RIGHTNOW CRM



INDUSTRY OVERVIEW

Companies typically face an uphill path to contact center automation. A traditional CTI solution includes a desktop call center application from one vendor, call routing from a second, middleware components from a third, and usually an expensive PBX/ACD replacement or upgrade from a fourth. Most contact centers already have equipment and software their agents use to answer calls, email, fax, and chat—often with a vendor or custom application for each of these contact channels. Since they do not want to replace this entire infrastructure in order to implement CTI, call center managers normally begin with the vendor(s) that currently provide their existing call center technology. However, they quickly discover that these vendors only provide a part of a complete contact center solution.

EMERGENCE OF MANAGED SERVICE PROVIDERS (MSP)

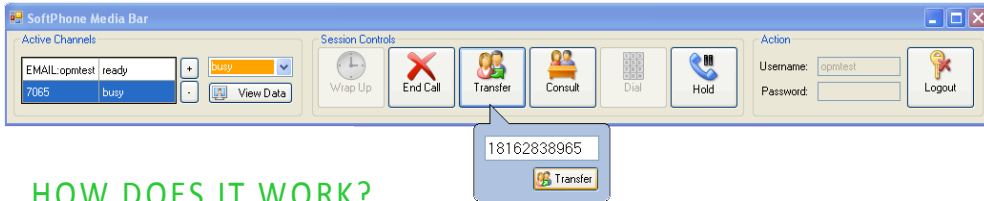
Facing increasing competition and commoditization from traditional telecom products, service providers are either in the process of or planning for the move to next generation, converged, network infrastructures in order to offer new, revenue-generating services – MSPs. Making this transformation can be complex and difficult. However, if done correctly, the transition to the new infrastructure can occur quickly and efficiently and with reduced risk.

OUR SOLUTION

OpenMethods today provides a bridge between Genesys CTI and RightNow CRM. Our solution eases the integration between Genesys and RightNow platforms using a client-server based middleware solution. Geared towards both On-Premise and MSP models, customers can realize CTI-enabled contact center features without the capital cost outlay, complexity and risk associated with these otherwise challenging integration projects.

Softphone Media Bar

EMPOWERING AGENTS WITH MULTI-CHANNEL INTERACTIONS, ALL IN ONE DESKTOP



HOW DOES IT WORK?

Built on the .Net Platform and using the RightNow Connect™ APIs, the Softphone Media Bar is designed to enhance the agent's communications experience in a contact center environment. It allows you to keep agents connected and manage their desktop interactions with a comprehensive suite of Multi-channel and CTI features.

We provide agents with a single interface for all of their communications needs and provide them with the ability to seamlessly integrate into the RightNow desktop applications with the available CTI messaging relevant to the agent's current interactions.

The Media Bar allows for different modes of use and significantly reduces the time spent on mouse clicks and switching between desktops. It is also capable of leveraging the rules engine within the RightNow CRM to enable customized screen-pop, agent interaction rules as well as scripting for up-sell and cross-sell.

STANDARD FEATURES

- AIL Connection to Genesys CIM Platform
- Connection to Multiple Servers for N+1, N+X, or 2N redundancy
- Login / Logout
- Dial / Answer / Release
- Call Transfer and Conference (Mute, Blind and Single-Step)
- Ready / Not Ready / ACW
- User Data view
- Hold / Retrieve
- Delete from Conference button
- Support for Third-Party Application Subscription of CTI information
- Configurable Deployment and Screen-pops
- Ability to handle Telephony, CTI and Open Media Interactions



CONVERGED IP ENDPOINT AND CTI CLIENT

By providing your agents a single interface to their multi-media and telephony interactions from one consistent interface. This allows your business processes to drive the way agents work, not the technology behind the desktop.



BUSINESS PROCESS DRIVEN USER INTERFACE

By working with our clients, we deliver user interfaces that fit the clients business needs for agent workflow and inter-desktop CTI information sharing. No more shoe-horning processes to meet your desktop limitations!



SCALABLE AND SOLID SERVER TECHNOLOGY

The OpenMethods Integration Server provides a highly available and scalable solution for connecting your IP or TDM agents to your Genesys CTI Solution.

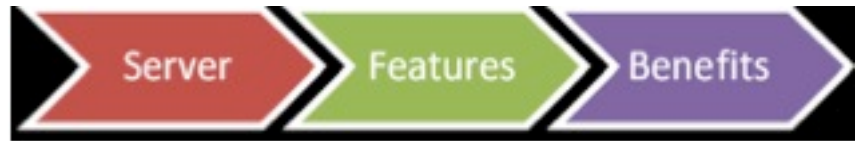


GEARED FOR CONTACT CENTER ON-DEMAND & MSPs

“Smart” client-server architecture allows the solution to be easily deployed as an on-demand as well as On-Premise solution with minimal configuration. The RightNow Adapter is geared to overcome technical challenges that customers face when utilizing outsourcers.

Integration Server

HIGHLY SCALABLE SOLUTION FOR THE MSP & CONTACT CENTER ON DEMAND



WHAT DOES IT DO?

OpenMethods Integration Server is a *Java™* based server component that runs within a portable light-weight *Eclipse OSGI* container. Powered by *Genesys Agent Interaction Layer*, the Integration Server, which is optimized for MSPs and Contact Center On-Demand types of deployment, is the core that handles all the CTI related interactions (Telephony and Multimedia) and communicates to its clients using proprietary XML Messaging optimized for performance.

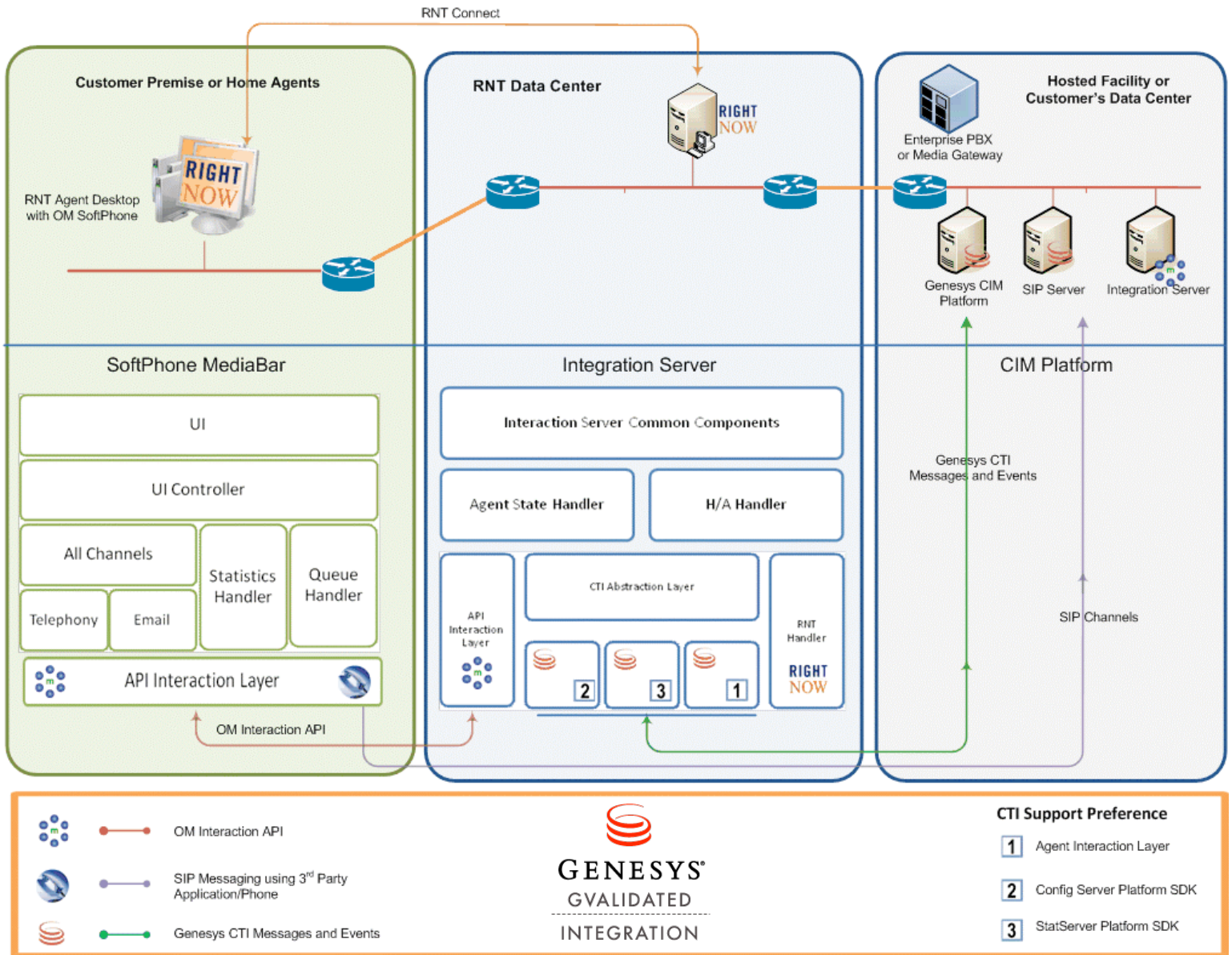
Its intelligent layered architecture allows for easy integration of new functionality – Genesys Platform SDK, Configuration SDK and/or Stat Server SDK. Today, the server supports all telephony functions of AIL as well as the common multi-channel features (Email and Web Form Interactions).

FEATURES

- Deployable in a multi-server configuration for maximum scalability and redundancy (*N+1, N+X, or 2N* Architecture)
- Ability to customize for new or enterprise specific requirements
- Support up to thousands of agents per server depending on call metrics
- Support for Single, Multi, or Hosted site configurations
- Support for Genesys Management Layer control and monitoring
- Zero touch agent configuration (utilizes CTI systems and RNT Custom Fields)
- Third Party Application subscription capabilities for CTI and Agent Data
- Built on OSGI technology

Architecture

HOW IS IT DEPLOYED?



About OpenMethods

OpenMethods offers a complete set of Genesys Professional Services and enabling technologies. Our CRM adapters and embedded SIP endpoint solutions enable users of SaaS based CRM to leverage IP telephony/CTI functionality while reducing costs, and our service creation environment accelerates development and eases the management of VoiceXML applications.

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