


Case Study | Customer Experience



Enabling Genesys and AVAYA for Bank holding Companies

About Client

Customer is one of the top 50 publicly traded U.S. bank holding companies, with 317 branches and 5000+ employees.

Technology Used

Java, Java Swing, Spring Framework, SOAP Web Services, Avaya Open Interfaces-SOAP services, Avaya Open Networking-SOAP services, Maven

Business Benefits

- The Bank experienced an increase in productivity for agents with screen-pop and virtually eliminated long hold lines
- Reduce costs, streamlined process and improved quality of service for their customers

Business Challenges

- For their customers reaching their Genesys IVR, information must be intelligently transferred from Genesys IVR to Avaya Contact Center
- Perform Agent screen popup

Solution Provided

- Sensiple developed a CTI middleware that integrates Genesys Cloud IVR and Avaya Contact Center
- Designed and implemented an intuitive Agent pop up interface to display the caller data when an agent receives the transferred call

