

Integrate With Oracle Service Cloud

Five9 delivers a more meaningful customer experience, every time

ORACLE Gold
Partner

Create a single, powerful multichannel customer experience. Five9 easily connects to Oracle Service Cloud, allowing you to keep clients happy—and improve your bottom line.

Five9 and Oracle Service Cloud Integration

Features

- Route calls, emails, and chats to the right agent, based on agent availability
- Automatic agent notifications, “screen pops,” of customer interactions
- Matches call information with Oracle Service Cloud data
- Enhances pre-call routing for open incidents or high-value callers
- Deploy work-at-home agents with only a PC, high-speed connection, and USB headset
- Multichannel administrative environment to manage agents’ ability to work on calls, emails, and chats
- Apply routing rules across all channels from a single administrative interface

Maximize Every Contact

The integration of Oracle Service Cloud with the industry-leading Five9® cloud contact center technology creates a powerful, flexible customer service platform. Together, Oracle and Five9 allow you to easily maximize every customer interaction. By combining both technologies, organizations can provide the kind of customer experience that sets them apart from competitors, while lowering costs and increasing efficiency.

How it works

The Five9 Adapter for Oracle Service Cloud is a prebuilt integration that connects the Oracle Service Cloud with Five9 cloud contact center capabilities, giving companies that rely on Oracle Service Cloud the ability to interact with customers via calls, emails, and web chats from one desktop, and capture conversations with greater ease and speed. Embedded into the Oracle Service Cloud Media Bar, agents can access the softphone telephony, email, and chat toolbar, with all interaction controls inside the Oracle Service Cloud desktop.

Integration features

This integration empowers organizations to:

- Effectively prioritize and route calls, emails, and chat interactions to the right agent at the right time, based on agent availability
- Notify agents and provide “screen pops,” allowing agents to manage their workload by accepting or rejecting new customer interactions
- Match inbound and outbound customer information with Oracle Service Cloud data, including contacts and incidents
- Give agents the ability to answer and control calls, emails, and chats from within the Oracle Service Cloud desktop

- Enable click-to-dial functionality from within Oracle Service Cloud
- Prioritize high-value callers or those with open incidents
- Provide a single, multichannel administrative environment to handle agents’ channel assignments, as well as the routing and business rules that can be applied across all channels

Simple and Powerful

Organizations that choose Oracle Service Cloud are serious about delivering great service to customers. So is Five9—which makes the industry-leading Five9 cloud contact center software the perfect complement to the Oracle Service Cloud platform. Agents enjoy a single, streamlined, multichannel desktop, eliminating swivel chair or “ALT+Tab” integration. Immediately deploy powerful tools for agents embedded into their familiar workspace, so no additional training is needed. Solve customer issues quickly and offer relevant information at the right time by empowering your agents with Five9 for Oracle Service Cloud.

Fulfill Customer Expectations

Five9 screen pops blend directly into the Oracle Service Cloud desktop, giving agents a complete picture of each customer before they even get on the phone. Five9 also puts the customer’s entire contact history at the agent’s fingertips, so the agent can better understand customers’ needs and fulfill their expectations.

Better insights

Contact center managers can create customized reports at regular intervals or on an ad hoc basis, in real time. Supervisors can use real-time data to adjust queues and make smarter, more informed decisions.

Five9 Technology

Features

- Cloud-based virtual contact center
- Automatic call distribution (ACD)
- Computer telephony integration (CTI)
- Integrated Voice Response (IVR)
- Predictive, power, and preview dialing
- Inbound, outbound, and blended voice capability
- Customer interaction “screen-pop” notification and incident matching
- Routing and assignment of multi-channel interactions to best available agent
- Channel prioritization for multi-channel agents
- Call recording
- Real-time quality monitoring

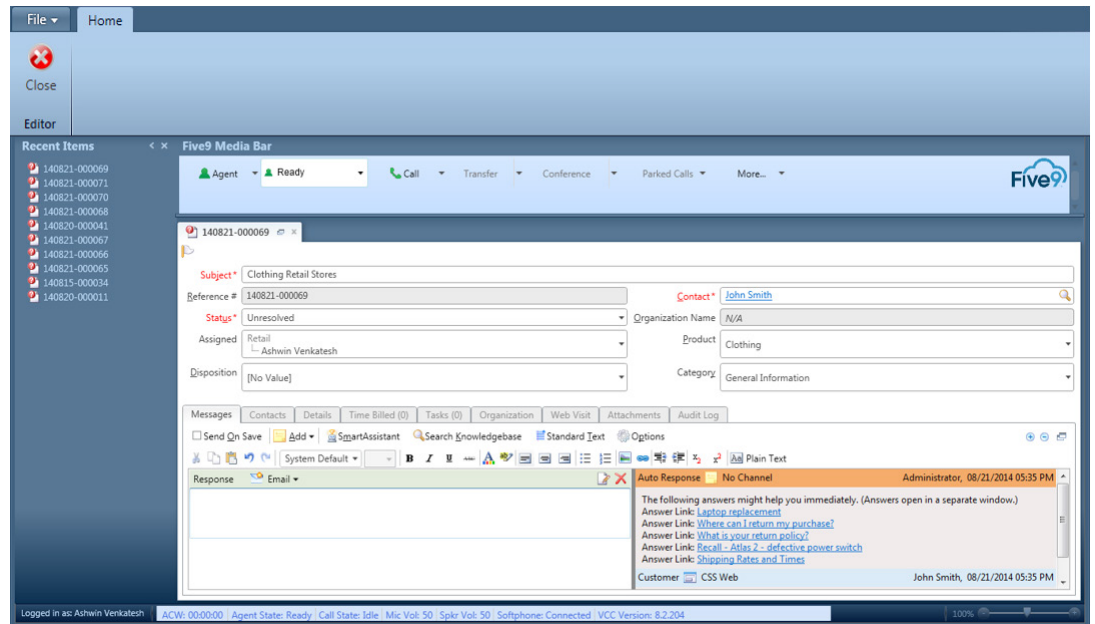


Figure 1: The Oracle Service Cloud integration with Five9 VCC.

A perfect fit

It's no secret that a great customer experience leads to customer advocates and higher revenue. The Five9 adapter supercharges Oracle Service Cloud with telephony tools that enable more meaningful interactions and a more memorable customer experience.

Figure 1 above highlights how the Five9 Oracle Service Cloud integration enables contact center agents to

manage incidents while still having direct access to Five9 interaction controls from the Media Bar within the Oracle Service Cloud. This eliminates the need to run two separate applications.

If you want to learn more about how Five9 can supercharge your Oracle Service Cloud, give us a call at **1-800-553-8159** and we'll schedule an in-depth demo just for you.

