

Intrasoft International OmniConnect Validated Integration with Oracle Siebel Customer Relationship Management

Aspect Unified IP CRM Connector



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Company Overview

INTRASOFT International is a leading European IT solutions and services group with strong international presence in 70 countries. Its expertise serves the needs of more than 500 banks, EU institutions, national governments, telecommunications companies, and private enterprises.

Integration Overview

Developed by Intrasoft International, OmniConnect allows an enterprise to incorporate Aspect Unified IP advanced contact center capabilities within Siebel Customer Relationship Management (CRM). Using OmniConnect, the functionality of Aspect Unified IP can be integrated with the Siebel CRM client or any custom business application, allowing agents to control an entire interaction from a single, unified interface. Key features include:

- Screen pop-up with attached data.
- Integrated user management.
- Synchronized call control within the CRM application; information is passed from Aspect Unified IP to the CRM application.
- CRM application can send call control commands to Aspect Unified IP; available call control commands include placing and receiving phone calls, call control functions such as transfers, as well as conference and recording capabilities.
- Email, fax, chat, and SMS support.
- Out-of-the-box support for Aspect voicemail capability.
- Aspect voice recording integration.



Validated Integration

Siebel Customer
Relationship
Management

Oracle Validated Integration gives customers confidence that a partner's integration is functionally sound and performs as designed. This can help customers to reduce deployment risk, lower total cost of ownership, and improve the user experience related to the partner's integrated offering.

Integration Details

OmniConnect is a modular software solution based on Oracle's Java Platform, Enterprise Edition 7 (Java EE). It can be deployed on any application server and any operating system supported by the particular application server.

OmniConnect uses a layered architecture. It consists of at least one middleware server that handles communication with Aspect Unified IP and Siebel CRM. All connected applications can be handled by a single or multiple middleware servers depending on required capacity and availability.

Each middleware server includes three major components:

- **Unified IP Connector:** This component handles all communication with Aspect Unified IP through the Agent API provided by Aspect.

Availability

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Support

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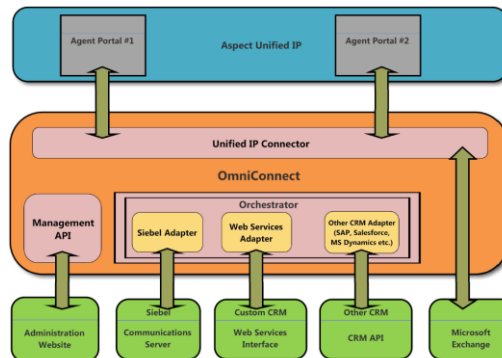
- **Orchestrator:** This component handles the communication with Siebel CRM and other business applications. Each application requires a specific adapter to be developed, based on the APIs of the application itself.
- **Management API:** This component allows an administrator to manage OmniConnect through a convenient web-based interface.

OmniConnect communicates with Siebel CRM using the scapi.h file that is provided by Oracle and is compatible with the corresponding version.

The necessary dll files required for the communication session manager to enable the CTI integration are stored in the Siebel CRM bin folder. The dll files are responsible for communicating with the communication session manager and OmniConnect. The communication is achieved by creating tcp sockets connections to OmniConnect's middleware server for each agent who wants to log in to Aspect Unified IP.

The Siebel CTI toolbar is modified with the commands available to control Aspect Unified IP by importing a .def configuration file that contains the driver settings.

By default, OmniConnect does not change any component of Siebel CRM. Depending on customer needs, the responsible team that supports Siebel CRM may create or change components, depending on the information retrieved from the events that OmniConnect broadcasts. OmniConnect sends events for each state of the agent or the call with corresponding information, and it updates the CTI toolbar with the available commands.



OmniConnect architecture

Environment

Intrasoft International Environment

OmniConnect Version 1.0

RedHat JBoss 6.3 EAP

Oracle Environment

Oracle's Siebel Customer Relationship Management Innovation Pack 2015

Oracle Database 12c

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