UNIVERSAL ADVANCED CONNECTOR

WHAT IS UAC

UAC is the bridge between Genesys Cloud CX and agent webapps like CRM, ERP and ITSM.

The GUI looks like a small icon embeddable on any web application, using standard browser functionalities or proprietary app framework.

UAC relies on Genesys Open-APIs and interacts with the parent webapp via postMessage or standard REST APIs; agents can use any Genesys app for managing the interactions.

The integration workflow and release of new features is fully configurable via UAC Manager webtool, using a Zero-code approach.

HOW IT WORKS

UAC is downloaded to agent's web browser from Microsoft Azure Cloud, seamlessly integrated into agent's web application; by clicking UAC icon, the agent logs into Genesys Cloud and chooses whether to use the Genesys embedded phone or a separate Genesys session to manage interactions.

UAC is notified upon each agent or interaction-related event and, based on the configured workflow, interacts with the parent webapp by performing the required tasks.

Agent webapp can request UAC to perform actions such as calling a number, sending a WhatsApp message or transferring the call to a secure flow.

COMMON USE CASES

UAC does not come with a hardcoded behavior, the integration workflow is freely configured by the administrator through UAC Manager webtool.

The following are some common UAC use cases:

- Create a new support case on customer's ITSM system just when the interaction is answered by the agent and comes from a specific queue.
- When an interaction is transferred, mark CRM case as escalated and automatically save the related record by using a specific wrapup code.
- When the agent completes the phone order on his system, send order-related information to a secure flow for self-service credit card payment.
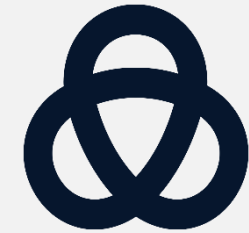
www.ctiplanet.it

AGENT UI - GENESYS EMBEDDED PHONE

If the agent chooses to use Genesys embedded phone, the user interface is the following:
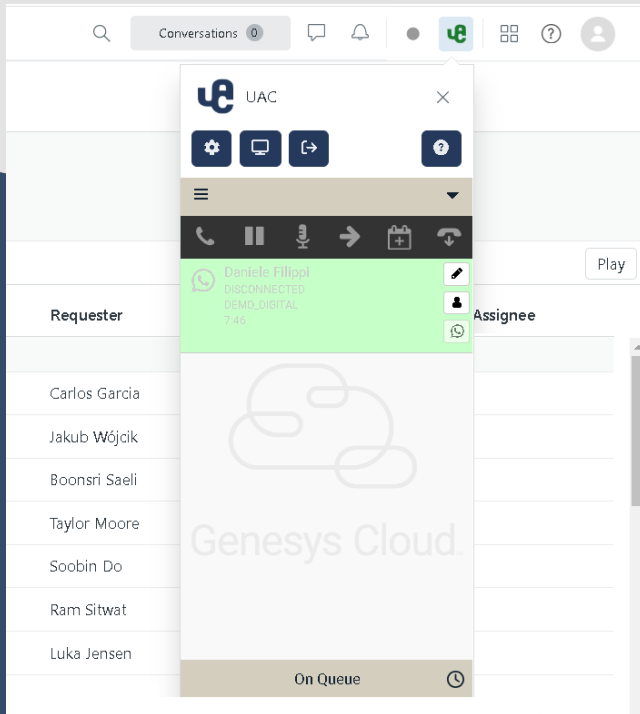
The image shows UAC icon embedded into Zendesk App-bar, the icon is green when the user is on queue, red when off queue, blue when offline and silver before Genesys session login.

When UAC is integrated into a custom webapp, the Genesys embedded phone can be moved to any part of the screen or even hidden; when an interaction arrives, it will automatically be shown.

TIP!

If the agent chooses to use a standalone phone to manage interactions, UAC will open Genesys Cloud CX web application in a new browser tab.

The use of a standalone Genesys session allows you to take full advantage of all available features, such as Copilot, Scripts and Dashboard.

This solution is highly recommended in case you plan to use UAC in a multi-session configuration.

WHY UAC?

✓ Because you can use any Genesys app for managing interactions, not just the embedded.
✓ Because it relies on Genesys Open-API, giving you a non-filtered access to all the information.
✓ Because the integration workflow is fully configurable through GUI, not hardcoded.
✓ Because it uses a modular subscription model, based on functionalities and quantity needed.
✓ Because you can use UAC in a multi-session configuration, where each agent web application has its own embedded UAC integration with Genesys Cloud CX.
✓ Because you can perform a business simulation phase before releasing new functionalities.

ADMINISTRATOR UI - UAC MANAGER

UAC Manager is accessible through Genesys Cloud interface via the "Apps" menu on the top bar; it is visible only to authorized users belonging to the Genesys "UAC Administrators" group.

The user interface reflects Genesys look and feel and includes online help and configuration guide.

An integration in **draft** status can be edited freely and is available only to a specific group of users, while others keep using the **published** version.
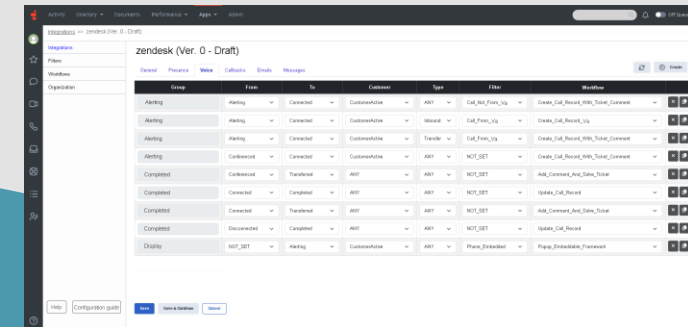
Integrations section: set configuration parameters, create triggers and assign them a workflow for each media and for presence status changes.

Filters section: define rules for evaluating triggers activation, such as the value of an attached data.

Workflows section: create individual tasks, save the output to variables and use it for subsequent tasks.

Organization section: set global parameters and whitelisted domains for Content Security Policies.

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FREE TO CHOOSE

You can **choose** which and how many subscriptions to activate, based on real needs:

- Voice – baseline enablement for a single web application to manage the voice channel
- Digital add-on - unlock the power of digital channels by adding just the users you need
- Multisession add-on - unlock the ability to integrate multiple webapps simultaneously

Moreover, users can **choose** their preferred Genesys Cloud CX app for handling interactions, they are not forced to use embedded client.

FREE TO CHANGE

Thanks to UAC Manager, you can easily **change** the integration to your target apps at any time.

Create your custom workflow in minutes, by using the GUI and without writing a single line of code:

- Clone the published integration version
- Change the behaviour as you like
- Perform tests with a restricted group of users
- Publish the new version for all users

If anything goes wrong don't worry, you can roll-back your **changes** with just one click.

FREE TO GROW

Let your subscription **grow** only when needed, why do you have to:

- Pay upfront for including all the channels, if you currently manage just the voice one?
- Enable all the voice users to digital, if you just need a part of them?

Let your business **grow** maximizing efficiency. Thanks to Multisession add-on, multiskill operators can manage contacts from different customers using the appropriate app integrated with Genesys.

BOOK A DEMO