

computer & telephone management

CTI SYSTEM INTEGRATION

provide your agents instantly
with inbound and outbound caller information

ADD-IN DESCRIPTION

You have been using the Oracle Service Cloud for your team of call centre agents to work with?

You want to improve agent efficiency by instantly providing all relevant caller information to your agents?

WeSquare has developed a **CTI system integration add-in** that allows you to easily integrate this functionality in your existing Oracle Service Cloud setup.

WHAT WE DO

As a Certified Specialist Oracle Gold Partner, WeSquare implements Oracle Service Cloud add-ins, custom processes and integrations that have proved to enhance results among our clients over the last few years. Despite integrating specific OSC customizations, WeSquare add-ins can be licensed off the shelf without basic costs for building and testing.

INTERESTED?

Please get in touch to integrate your CTI system in your Oracle Service Cloud environment. Decimate queues, increase customer satisfaction and improve outbound team efficiency by instantly providing caller information to your agents. WeSquare can deliver today and support your solution in the future, depending on what is required.

“Improving complete and complex Oracle Service Cloud solutions is what we do best, cost effectively.”



KEY FEATURES

- Inbound call existing record check and reporting
- Outbound call existing record check and reporting
- Access to contact and previous incidents instantly
- Custom API integration with existing CTI systems
- SWYX compatibility built and implemented
- Improved compatibility in contrast to Mediapar

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