SENSIPLE
innovative minds, empowered by passion

Enabling Genesys and AVAYA for
Bank holding Companies

Client Profile

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

Company Profile:

Sensiple Inc. is a world class FinTech solution provider based out of New Jersey, offering state-of-the-art technology solutions and IT services across BFSI Industry. Sensiple's expertise is built upon 2500+ man years of experience with center of excellence and dedicated R & D team. Sensiple was an early adopter of FIX protocol and it offers solutions to client's business needs across the entire spectrum of banking, financial operations and trading workflow complementing with latest technology which aids market participants to maintain a competitive advantage in the current scenario.

For more info, visit: www.sensiple.com

Technology Used

Java, Java Swing, Spring Framework, SOAP Web Services, Avaya Open Inter-faces-SOAP services, Avaya Open Net-working-SOAP services, Maven

Business Benefits

- The Bank experienced an increase in productivity for agents with screen-pop and virtually eliminat-ed 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 intelligent-ly 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

Reach us

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