

QIL integration layer

integrate your contact centre applications to sweat existing IT assets, create new processes that leverage additional value and reduce the cost of manual data input

Contact centre applications often require the same information or need information that resides in other systems to be able to function. QPC's Integration Layer (QIL) applications make it easy to share information and integrate solutions to make the most of legacy IT assets, create processes that leverage additional value from new and existing technology investments and reduce the cost of operation by removing duplicated manual data entry. Within the contact centre, QIL applications allow systems such as workforce management, quality monitoring, learning management, skills management, ACDs, contact routing frameworks, CRM, ERP and HCM to work together and share data.

QIL applications are built using Mule®, the world's most widely used open source Enterprise Service Bus (ESB). Designed to support high performance, multi-protocol transactions between heterogeneous systems and services, Mule provides the basis for service oriented architecture (SOA). With a standards based, zero intrusion approach to existing infrastructure and a simplified development

model, Mule adapts to your environment and prevents vendor dependence.

QIL solutions are platform independent and can run on any operating system that supports Java. Using reusable libraries of message handlers and processes, integration applications are quick to create and very flexible, so that virtually any database or application can be connected. Because of their flexibility QIL applications have many uses within the contact centre, two typical examples are illustrated below:

Example application - human resource and performance management data synchronisation

Using QIL applications data like human resource (agent names and IDs), quality, skill, productivity and sales can be kept consistent through all systems reducing errors and removing the re-keying cost associated with keeping multiple systems up to date. The table below shows some of the data commonalities that typically exist between solutions within a contact centre.

	Agent Name	ID (ACD log in)	Quality scores	Skills (contact type)	Sales	Schedules	Schedule Adherence	Productivity (contacts)
Quality monitoring	x	x	x			x		
Learning management	x		x	x	x	x		x
Workforce management	x	x		x		x	x	
ACD / Skills routing	x	x		x				x
Performance management	x		x		x		x	x
Skills management	x		x	x	x			x
Payroll / HCM	x					x		
CRM / Sales	x				x			

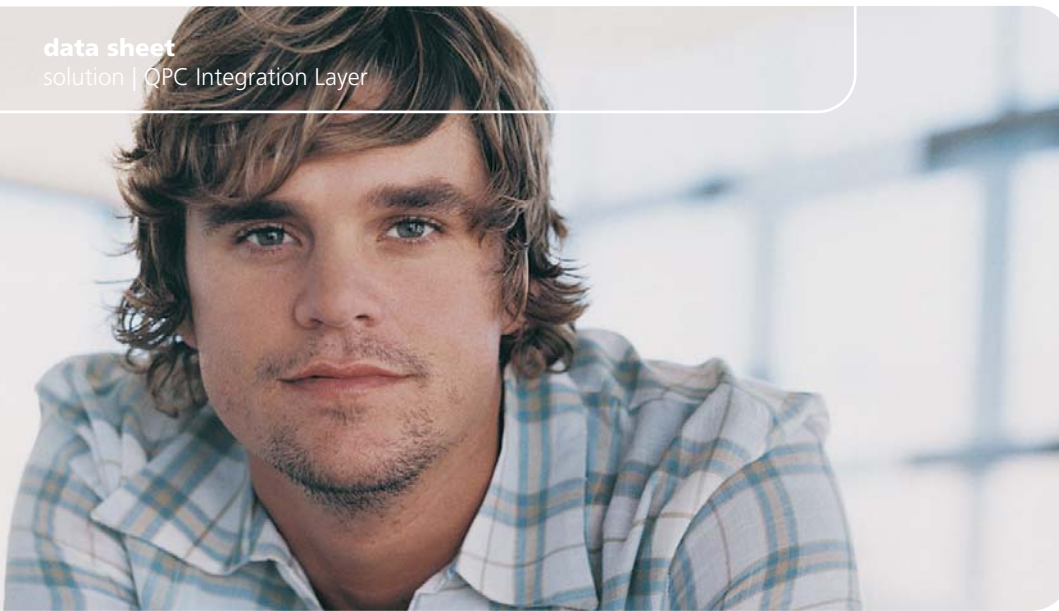
x - typical data source



Benefits

- Provides a cheap and flexible third party integration path for solutions that have limited interoperability
- Prolongs the life of applications by affording interoperability rather than changing or upgrading
- Reduces cost of system operation by removing the need for duplicate manual data input
- Reduces errors introduced by manual data input and increases consistency by sharing commonly used data
- Leverages solution investments by allowing the development of new processes
- Low cost development and deployment
- Robust and reliable





Using a QIL application, data within any of these applications can be shared with other solutions automatically as required. For this type of synchronisation QIL applications typically work by taking data from single or multiple sources - comparing, organising and manipulating this - and then making it available for use by other systems. The comparison, organisational and manipulative processes can be either automatic or have manual input. The QIL can also provide exceptions to highlight the need for manual intervention when automatic processes cannot complete successfully. Using exceptions minimises the amount of manual intervention necessary to process information whilst ensuring that the data passed is accurate.

Example application - ACD to workforce management system integration with real-time and historical data

QIL applications can also handle transient data and have been used to connect ACDs with workforce management systems requiring real-time information and 30 minute historical reports that need to be modified to take

account of customer specific contact routing architectures.

With QIL applications third party integrations between solutions can quickly be created so that you are freer to choose the applications that best meet your needs and continue to get return from your previous solution investments, without the need for replacement or expensive major upgrades. Using the QIL also means that you are less constrained by what integrations exist currently for your chosen solutions, high development cost of integration or potentially long integration development lead times.

For more information on how a QIL application will benefit your contact centre, or to arrange a demonstration, call

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Features

- Standards based applications using Mule® open source Enterprise Service Bus (ESB)
- Deployment on any server that has a Java compatible OS
- Integrate most existing applications and data sources
- Fast development through using reusable libraries

QPC - customer service transformation

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