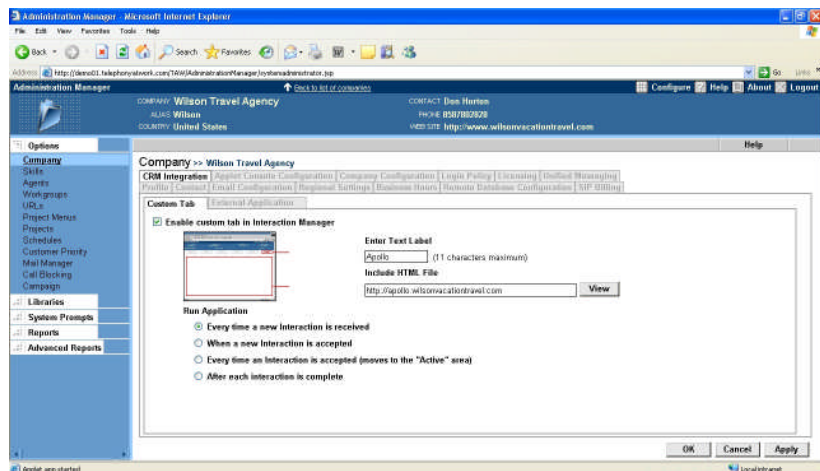


Weighted, skills-based routing calculates various variables to ensure optimal transaction processing efficiency.

Maximize Efficiencies with Computer Telephony Integration Routing

Computer telephony integration no longer has to be a complex, expensive, and time-consuming project. Setting up a screen pop of customer information from a customer relationship management (CRM) system or other external source is another simple, menu-driven capability of Contact Center Anywhere. During the system provisioning, Contact Center Anywhere identifies associated CRM systems in the library. When a transaction arrives, either the system gathers customer ID information from the automatic number identification, URL, or e-mail header, or it prompts the customer to enter an account number. It then passes this information with the transaction session to the agent’s desktop and presents the customer’s file from the CRM system. Oracle’s Contact Center Anywhere can also query an associated database for customer information and return the results to the agent or caller.



Oracle’s Contact Center Anywhere makes it easy to set up a screen pop of customer information from a CRM system.

Contact Us

For more information on how Oracle Contact Centre Anywhere from QPC will benefit your contact centre, or to arrange a demonstration, contact us, call +61 (3) 9239 5600.

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