

Oracle Integration

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Learn more about maximizing
your ShoreTel phone system



About PCS

Business technology is our passion! Since 1996 Palitto Consulting Services (PCS) has been providing expert LAN/WAN, integration and custom software development services to the small and mid-sized business community. Our focus is integrating business systems to enable efficient business processes! Our team of experts is able to assist clients when determining which technology to purchase, how to use it, and how to optimize the technology for their unique business needs.

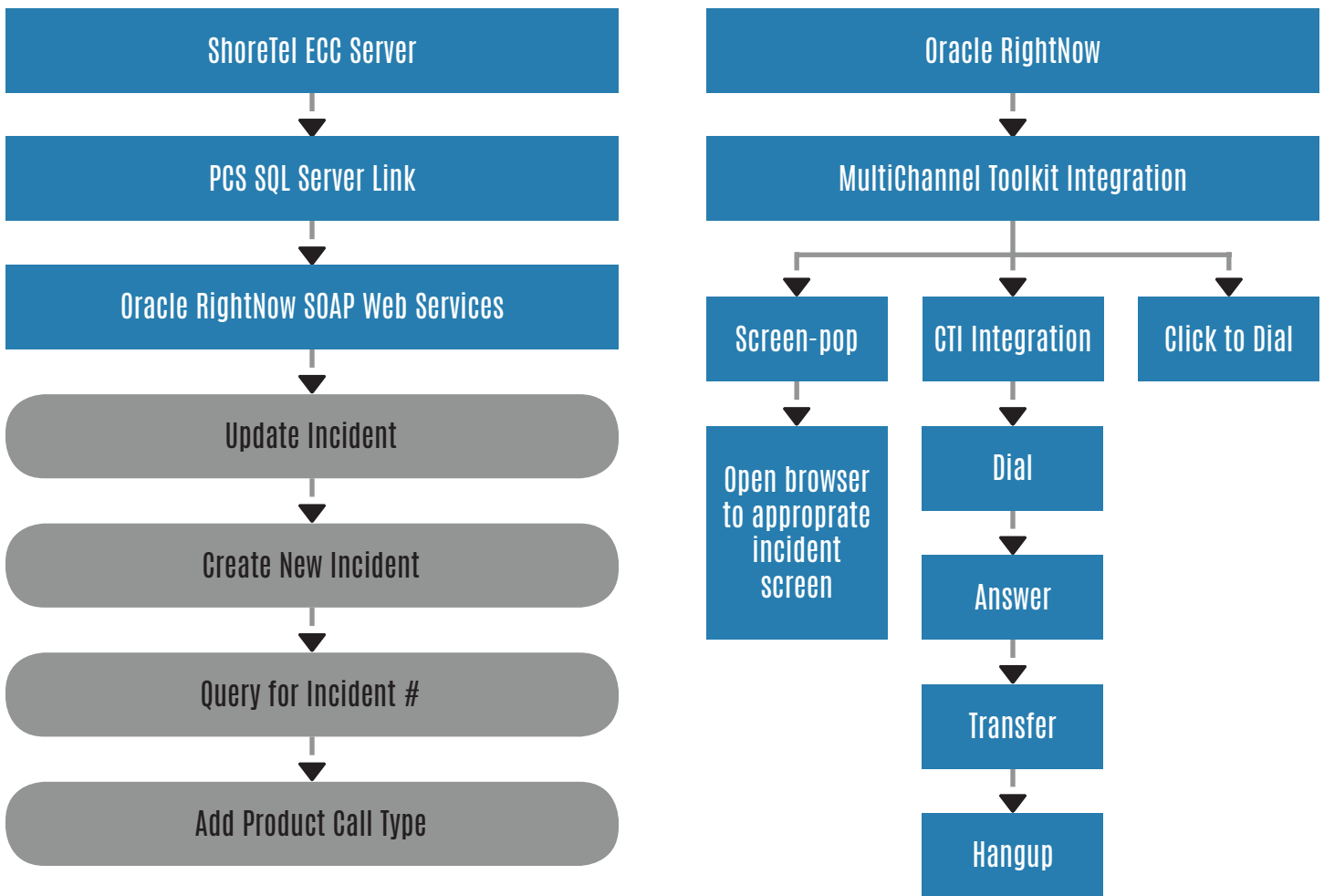
At PCS we do not have a “one size fits all” approach; we strive to provide customers with a custom solution tailored to best fit their unique business needs.

- PCS began working with the ShoreTel platform in 2002; we have over 50,000 hours of development time
- PCS team is ShoreTel Certified in both Installation and Support of Cloud, Premise, Contact Center, Mobility and Summit Practices
- All of our team members reside in Ohio
- Our project history ranges from one location to large deployments with multiple locations that span several states or countries

PCS Strives to be a World Class ShoreTel Partner!

Solution Architecture

The Oracle RightNow CRM integration is broken into two major components; ShoreTel ECC Server and Oracle RightNow CRM. Below is a high level overview of the system design, architecture and functionality of different integrations available for this application.



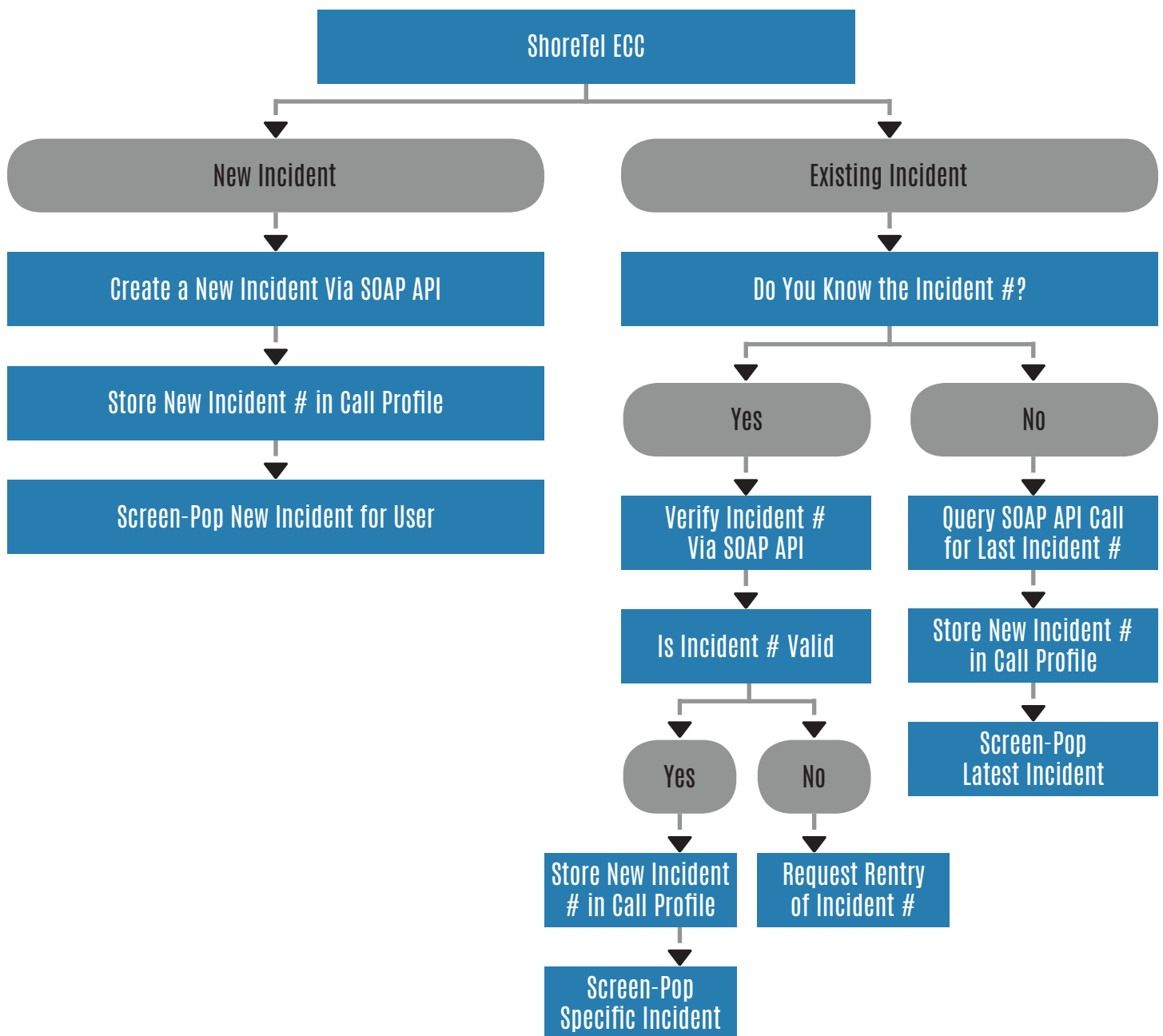
ECC Integration

Integrates Oracle and ShoreTel ECC in the following ways:

1. Store Incident # in the call profile fields within the ShoreTel ECC CCIR database
(This allows for excellent reporting capabilities)
2. Additional fields can be configured to pass data into ECC for reporting in the CCIR
3. Link the selection made within the IVR to be passed to the Oracle incident

Inbound Call Flow

Call flows as shown in the diagram below are samples of CRM integrations which can provide excellent capabilities for agents to provide high level of service to their customers.



RightNow CRM Integration

Call Control

Full call control will be available to users from within Oracle to control phone calls in real time. Control options

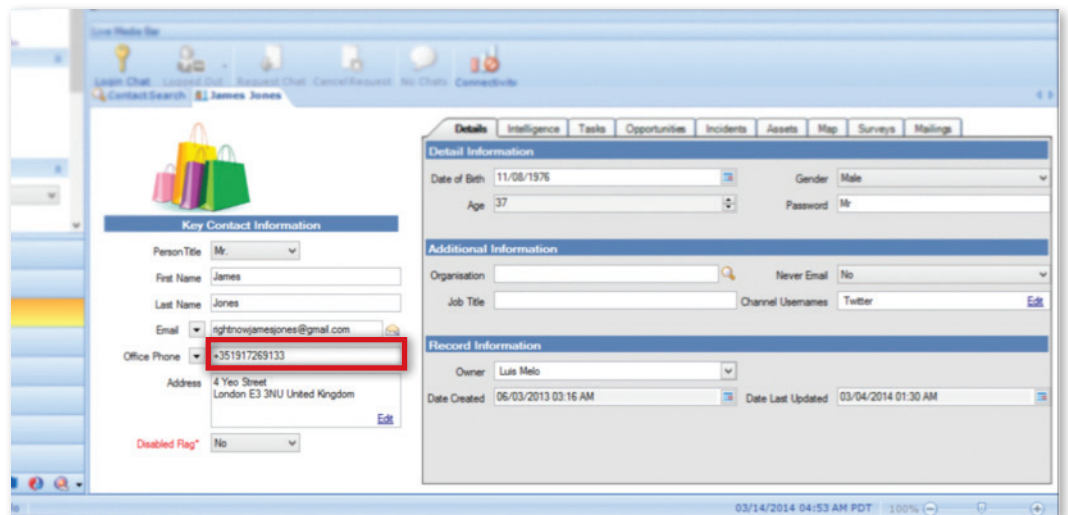
are answer/hang up, transfer, conference/add, hold/retrieve, dial pad and agent status. The integration is done via the Multi-Channel toolkit. The display is shown below.



Note: Some advanced features of ECC not available to be implemented within Oracle RightNow; Set Wrap-Up Code and Set Release State. This is not a limitation of the integration, only that Oracle does not support these advanced features. If capabilities are needed, the features are available within ShoreTel's ECC tools.

Click to Dial

Ability for agents to click on a phone number within Oracle RightNow to dial a call. Provides agents with significant time savings and prevents mis-dialed calls.



RightNow CRM Integration Cont.

Screen Pop

Screen pop on incoming calls to the most appropriate incident screen based on the latest or newest incident screen. This will be accomplished by integrating with the Oracle RightNow Multi Channel Toolkit Screen pop controls. Agents save time on calls by having the right incident automatically pop on incoming calls.

Web Services

Integration ability of Web Services into Oracle RightNow CRM. Web Services that can be integrated include Update Incident, Query Incident, Create New Incident, Others. The integration is built with SQL ServerLink and connecting to Enterprise Contact Center's Graphical Call Center Control Scripts software, which allows for an easy to upgrade and edit interface.

Sample SQL Call Structure:

```
SELECT * FROM CallService2('CustomWebService','Oracle', '')
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SalesCloud CRM Integration

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Palitto Consulting Services

150 Main Street
Wadsworth, OH 44281
P: 330.335.7271
F: 330.335.7275
www.palittoconsulting.com