# DAVINCI

## Seamless channel integration for Oracle CX Sales & B2B Service

**Integrate voice and digital channels with Oracle CX Sales & B2B Service to enable a full 360 degree view of your contact center**

Your sales and service desks are often the only connection customers have to your organization. To help elevate the customer experience, empower your organization with the ability to manage customer interactions directly within Oracle CX Sales & B2B Service.

AMC Technology's DaVinci is the industry's first and only front-end integration platform as a service (iPaaS) with pre-built apps for unlimited omni-channel integrations for cloud, premise or hybrid environments.
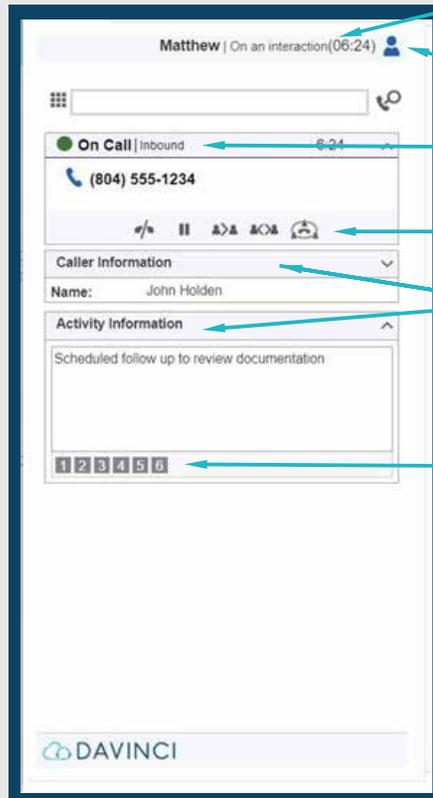
As an Oracle Gold Partner since 2001, AMC's DaVinci App for Oracle CX Sales & B2B Service provides an embedded UI where you can place, receive, and transfer customer interactions with real-time access to Oracle customer data. You are able to integrate both premise based voice and cloud based digital channels to increase productivity, improve the agent and customer experience and enhance the efficiency of the entire organization.

In addition to AMC's pre-built channel integration apps, DaVinci's open frameworks and public API's enable the creation of custom channel integration apps.

## Features at a Glance

- Provides pre-packaged integration between Oracle CX Sales & B2B Service and voice/ digital channels.

- Allows agents to effectively place, receive, and transfer interactions with full, real-time access to Oracle customer data.

- Agent "not ready" and "logout" reason codes.

- Advanced CTI features: screen pop, click-to-dial, contextual call controls, auto call/activity logging, agent analytics and reporting.

- Embedded UI or Live Agent

## DaVinci Agent



| | |
|---|---|
| Matthew \| On an interaction(06:24) | Agent login, status & timer |
| | Agent state control |
| On Call \| Inbound 6:24 | Call state |
| (804) 555-1234 | |
| Contextual call controls | |
| Caller Information — Name: John Holden | Caller information, Activity information |
| Activity Information — Scheduled follow up to review documentation | |
| 1 2 3 4 5 6 | Pre-defined configurable call notes based on the agents' needs |

DAVINCI

# Easily connect Oracle CX Sales & B2B Service with your preferred channels
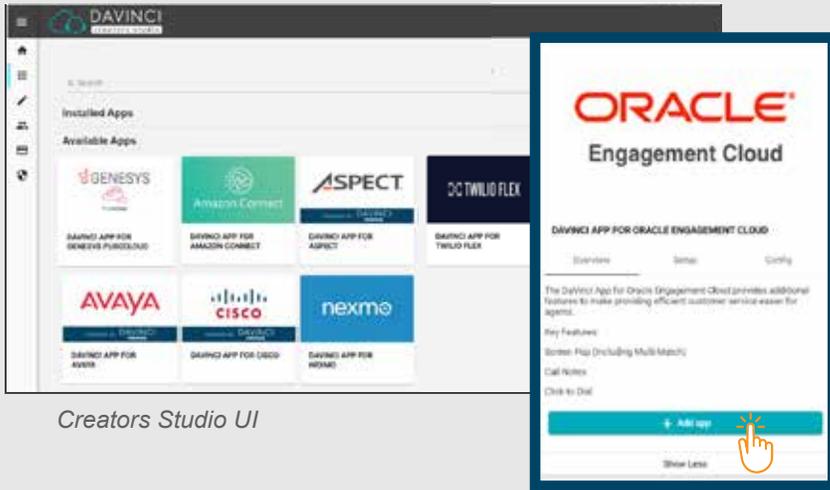

*Creators Studio UI*


*App configuration tile*

DaVinci Creators Studio is a web-based portal with role-based functionality where contact center admins can browse, add and configure available apps and add users.

With DaVinci Creators Studio, organizations can connect multiple apps to create their ideal contact center and utilize premise, cloud or hybrid environment(s).

Quick and easy: up and running in minutes for deployment from 5 to 5,000 users.

## Why choose AMC Technology?

**Unparalled experience makes our solutions more reliable**

- Founded in 1995, AMC has true contact center experience with both enterprise and small to midsized customers. Customers in over 30 countries, from Australia and Zimbabwe to Canada and Mexico.
- 24/7 online support with flexible managed services packages available.
- DaVinci's open-architecture iPaaS framework allows organizations to switch integration points easily.

Find us on





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**ORACLE** Gold Partner