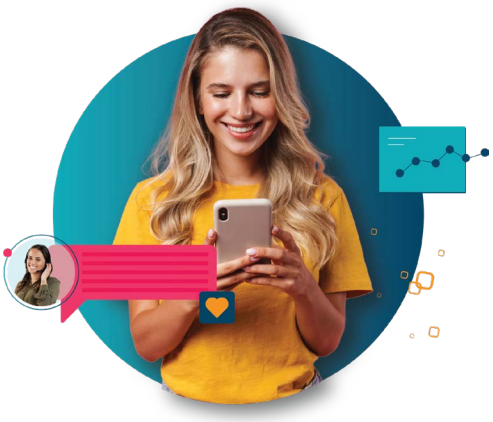
DAVINCI™ | ORACLE SERVICE CLOUD

DaVinci Toolkit: Your Roadmap, Your Rules, Your Data

With DaVinci Toolkit you shape the future of your contact center platform, control your configuration and securely manage your data to meet your evolving business needs.



A Platform Built from Three Decades of Insight

With almost 30 years of industry exposure and customer projects, DaVinci was built to capture out learnings into contact center solution that focuses on:

Scalability
DaVinci adapts to any combination of CRM, communication channels and business processes, ensuring seamless growth as your needs evolve.

Security
You own and control your data, ensuring it is secure, accessible, and used in ways that benefit your business while maintaining compliance and privacy.

Flexibility
You can customize workflows and integrations to fit your processes while controlling the platform's direction by deciding how and when to scale or add features to meet your evolving business needs.

Pre-Built Integration Apps with Ready-to-Use Capabilities

Backed by Services and the DaVinci Toolkit for Seamless CX

Screen Pop
Automatically pops a customer's account information upon receiving a phone call or activity

CRM Embedded Toolbar with Call Controls
Highly configurable controls which are presented based on the status of the interaction the agent is associated with (hold, transfer, conference, etc.)

Customizable Call Notes
Ability for agent to easily select customized options for call notes for higher efficiency and reporting capabilities

Customizable Wrap-Up/ Read Codes
Map to existing interaction wrap-up codes to toggle readiness status for next customer interaction with easy access to controls

Click-to-Dial
Turn numbers in your CRM into clickable notes

Agent Toolbar ▶
Embedded within Oracle Service

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What is the DaVinci™ Toolkit?

Delivers CX leaders and solution architects extensive control over user experiences, and simplifies and accelerates deployments

Hybrid of Pre-Built & Custom- Built Solutions

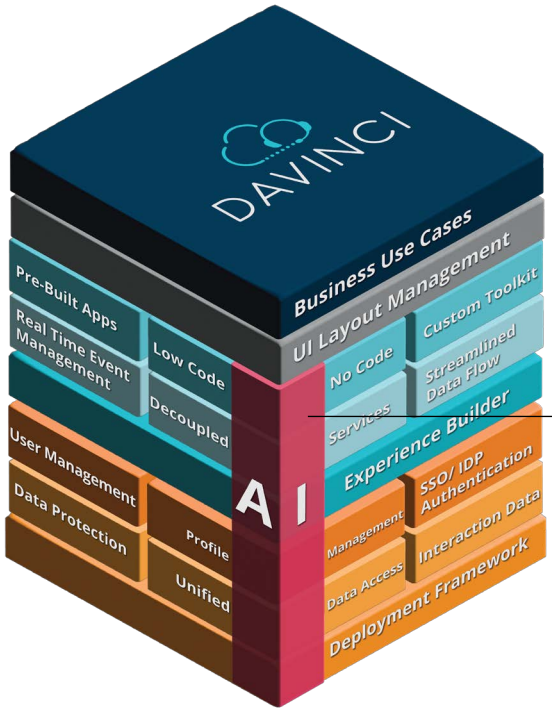
An ideal combination of a feature-rich platform with exceptional flexibility compared to fixed feature or costly development

Platform Built from Years of Industry Expereince

Adaptable and secure solution that simplifies implementation and delivers superior functionality

Tailored Professional Services for Support

Choose from starter kits to ad hoc services that address specific challenges



DaVinci Toolkit

Business Use Cases
Made to tackle specific business challenges head-on, orchestrate specific use cases for better customer experience management in lead generation, order fulfillment, customer support, appointment scheduling and more.

UI Layout Management
Have deep control to tailor agent UI to match their unique workflow preferences and optimize productivity.

Experience Builder
DaVinci's event-driven architecture and enterprise application framework along with the largest collection of pre-built apps for leading CRM and contact center solutions gives CX leaders and solution architects complete control of the user experience.

Artificial Intelligence
Train AI models with interaction data processed by DaVinci within your business applications for AI like predictive & sentiment analysis, chatbots, etc..

Deployment Framework
DaVinci simplifies and accelerates deployments of interaction management solutions through the following infrastructure services; identity and access management, and data management with day 1 data protection.

Trusted by organizations across verticals, sizes & geographies

Carnival · Maui Jim · Coca-Cola Beverages Africa · Continental · PPG

Why Choose AMC Technology?

We've been creating tech that improves CX since 1995

- DaVinci uptime boasts 99.8%.
- Oracle Gold Partner.
- Customers in over 30 countries, from Australia and Zimbabwe to Canada and Mexico.
- DaVinci's toolkit allows customers to extend, enhance and customize DaVinci to solve contact center challenges.
- Level 1 Security Trust Assurance and Risk Certification with Cloud Security Alliance and SOC 2, Type 1 Compliant.

AMC TECHNOLOGY

ORACLE Gold Partner

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