

SUCCESS STORY | BANKING

Leading US bank improves agent-supervisor engagement with Servion's WFM Connector

Connecting Avaya POM and NICE WFM for better workforce management



About the client

The client is the fifth-largest bank in the US, headquartered in Minnesota with over 74000 employees, serving millions of customers across the country with a diverse mix of financial services that include consumer and business banking, corporate and commercial banking, and payment services and wealth management and investment services.

Requirement

The bank was looking for an effective connector to integrate the newly updated Avaya Proactive Outreach Manager platform (POM) with its NICE Workforce Engagement Management solution for efficient staffing

and RPA needs. The bank migrated from the traditional Avaya Proactive Contact Solution dialer to the latest POM, which does not have a direct interface to pass the critical agent/state/call data to NICE WFM. The requirement was to build an interface on Avaya POM to fetch data and send it to NICE WFM for MIS and workforce predictions.

Solution

With a “Build Once Deploy Many” approach, Servion built a robust, scalable end-to-end connector that seamlessly ensured the data integration between Avaya POM and NICE WFM.

The solution included:

- **Real-time data integration**, enabling the connector to capture agent/state/call statistics data from Avaya POM and send it to NICE WFM
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- **Historical data management:** Apart from the real-time data feed, the connector periodically fed historical data to NICE WFM as upload files
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- **Tools and technologies:** The data flow combined cutting-edge tools and technologies, including Java, Hibernate, Apache Kafka, AVAYA POM Real-time SDK, Message Queues, MS SQL-Server, XML Stream, and Socket Server.

Business outcomes

With the implementation of the Avaya POM - NICE WFM connector, the contact center operations in terms

of workforce management and customer engagement became more efficient and handy. Servion's deployment brought about several other operational benefits for the client, including

- Workforce management and **staff forecasting are made simple**
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- Robust and **minimal configurations** to fetch the data feed
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- **Higher visibility** on queues, call status, workload, and agent performance for supervisors than never before
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- **Better data integration** for better resource and MIS planning

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