Workspace Plug-Ins for CRMs

Integrate Your Genesys Customer Experience Platform with Your CRM System

Make Operations More Effective

Boost the effectiveness of your agents and your operations with Genesys Workspace Plug-Ins for CRMs. These plug-ins enable seamless and powerful integration between your Genesys agent desktop and your CRM platform, providing a fast, easy way to increase the benefits of both systems.

Manage a single CRM profile or multiple profiles associated with an interaction using the familiar Genesys Workspace interface. Your agents become more productive, thanks to convenient screen pop, case transfer, and click-to-dial functions. You can also configure the display, creation, and population of CRM profiles associated with the Genesys Workspace agent desktop for even greater efficiency.

Implement Quickly for Faster Benefits

Workspace Plug-Ins are pre-configured for rapid implementation, out of the box. However, they’re also customizable. Easily develop custom events and custom commands to improve your workflow. Control implementations and integrations using flexible configuration options as your business needs change. This reduces your project risks and costs by eliminating complex customizations.

Build a Complete Customer Experience for Your Customers

Customers expect informed, contextual service across every interaction—regardless of which channel or system your agents are using. Even as you expand your Genesys platform by adding solutions such as outbound voice, digital channels, or work-item routing, Workspace Plug-Ins scale with your business and ensure that your contact center continues to deliver top-notch CX.
### Technical Specifications

- All Workspace Plug-Ins listed in the chart above are provided by the Genesys technology partner Softphone.
- In addition to these plug-ins from Softphone, Genesys offers a Workspace Plug-In for Salesforce.com CRM.
- Internet Explorer, Firefox, and Chrome browsers are supported. Siebel CRM with High Interactivity Framework supports Internet Explorer only, but the Siebel CRM with Open User Interface supports the other browsers.

### Configuration Support:

- Displaying an existing CRM entity
- Creating a CRM entity and populating fields with attached data values
- Displaying and/or creating multiple CRM entities for an interaction

### Additional Features

- Configuration support scripting for advanced integration requirements
- Integration support for multiple interaction events (created, accepted, released)
- Support for blended or multiple interactions
- Generic CRM framework which may be used for custom development for other CRMs.

For more information about Genesys Workspace Plug-Ins, visit the Genesys Expert Apps website.

### Technical Specifications Table

<table>
<thead>
<tr>
<th>Technical Specifications</th>
<th>Microsoft Dynamics</th>
<th>SAP</th>
<th>Siebel</th>
<th>Generic CRM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workspace 8.1 or above</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Desktop operating systems—all supported by Workspace</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Pre-requisite—.NET Framework 3.x</td>
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<tr>
<th>CRM</th>
<th>Microsoft Dynamics 2013 or 2015</th>
<th>SAP CRM 7.0 EhP1</th>
<th>Siebel CRM 8.0 or above</th>
</tr>
</thead>
</table>

| Other | SAP CRM IC Scenario (standard connector installation) |

### Key Features

- Standard Genesys Workspace interface, deployment, and logging
- Single sign-on through Active Directory where user IDs for the workstation and CRM match
- Support for Workspace option for scoping multiple agent groups or roles
- Configuration through Genesys Administrator (similar to Workspace)

### Additional Resources

Visit us at [www.genesys.com](http://www.genesys.com) or call us at +1.888.436.3797.