Provisioning Solution for Genesys Cloud CX

Automated provisioning of contact center resources

Solution Overview

Provisioning Solution for Genesys Cloud CX streamlines and automates end-to-end configuration management for Genesys Cloud agents by tightly integrating with different IT business applications including AzureAD, ServiceNow and Workday. Business applications can trigger transactions comprised of multiple tasks to an intelligent rules-based workflow engine that auto-provisions or de-provisions communication resources for contact center agents.

Provisioning Solution for Genesys Cloud CX streamlines provisioning tasks by integrating with various platforms and automating processes, enabling designated users or administrators to efficiently manage instances of Genesys Cloud CX. By triggering Move / Add / Change /Delete workflows through ServiceNow tickets, Workday profile modifications, or AD attribute alterations, the solution ensures swift and standardized provisioning. Templates, meticulously mapped to location, organizational units, or relevant attributes, cover configurations for General Settings, Skills, Queues, and Roles, enhancing efficiency and reducing ticket backlogs.
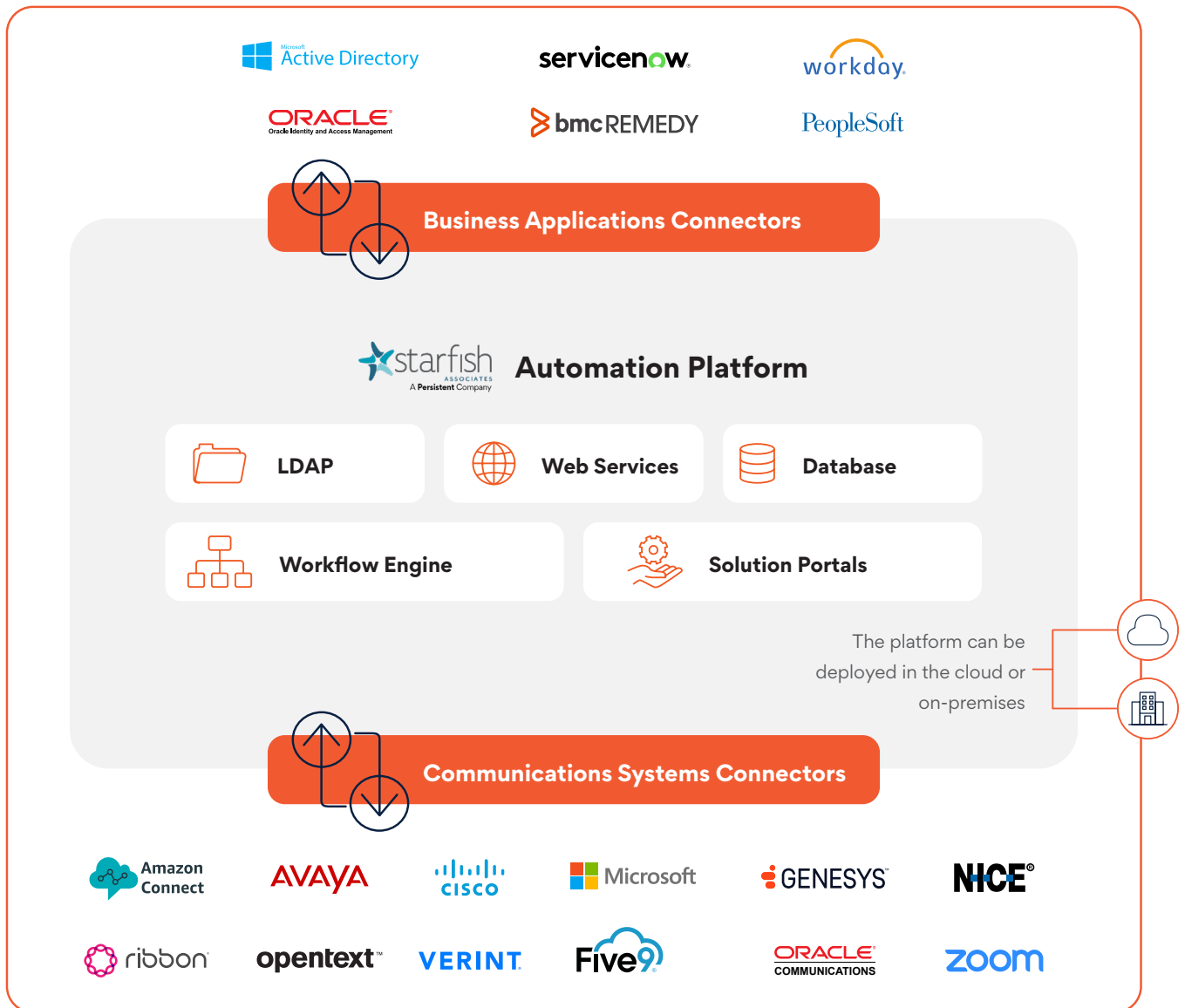
Provisioning Manager simplifies day-to-day complex provisioning tasks by enabling specific users or delegated administrators to provision and manage multiple instances of Amazon Connect.

Connectors for Genesys Cloud CX (A Module of the Provisioning Manager)

Microsoft Azure AD Connector – The Azure AD Connector complements the Genesys SCIM interface byproviding end-to-end automation for configuring agent accounts and associated resources. While the Genesys Cloud SCIM interface synchronizes users from identity managers like Azure AD to add and remove user profiles in Genesys Cloud, administrators still need to configure associated resources for these agent accounts to be fully functional. The connector bridges this gap by configuring all necessary items for agents to be operational, utilizing configuration templates that include skills mapped to AD attributes

ServiceNow Connector – The ServiceNow Connector comprises a set of web services triggered by ServiceNow forms for the automatic resolution of related tickets. Users can submit tickets to add, remove, or reconfigure agent resource configurations.

and security groups. Any changes in the AD user object can trigger corresponding adjustments to the agent configuration. Automatic phone number management allocates extensions and DIDs from ranges associated with values in designated attributes. The Azure AD Connector, functioning as a Windows service, monitors Azure AD using Microsoft APIs and triggers workflows to modify agent configurations in response to changes in Azure AD users, including the creation of new users, alterations to attributes or membership in AD groups, enabling / disabling users, and deletion of users, including soft deletes.

Upon submission, the ServiceNow form invokes the corresponding web service with arguments prompted from the user. The web service executes the requested workflows and updates the ticket status with details of the transactions executed.

Workday Connector – The Workday Connector consists of a set of web services triggered by Workday with appropriate arguments to onboard, offboard, and change agent profiles and associated resource configurations as employees are added, changed, and removed in Workday.

Use Cases for Automation

Copying & Migrating Amazon Connect Instances

- Workflows allow for the admin / user to copy and migrate resources, settings and elements from one Amazon Connect instance to another in just seconds.

- This tool allows the user to spin up an exact copy or a subset of the base instance by creating a brandnew instance with the specified elements.
    - The following settings can be migrated: Users, queues, routing profiles, tags, permissions, hierarchies, ACW, etc.

Agent Bulk Updating

- The Agent Bulk update functionality allows for an operator to modify several different elements / fields concurrently across multiple agents through one single submission.
    - There is no limit on how many fields can be changed at once across any number of users.

Additional Solution Benefits

- Substantially reduces administrative overhead and total cost of ownership by automating lifecycle management of phones, voice mailboxes, and contact center agents.

- Consistently and efficiently executes tasks and work orders eliminating the need for re-work caused by human error.

- Eliminates security concerns by automatically disabling users' communication resources when users leave the organization.

- Facilitates efficient re-use of communication resources by automatically de-provisioning Users' communication resources when users leave the organization.

- Provides a comprehensive extension management system replacing cumbersome manual processes.

- Automate agent skills in real time. Execute multiple re-skilling tasks in bulk on a scheduled basis.

About Persistent

Persistent Systems (BSE & NSE: PERSISTENT) is a global services and solutions company delivering Digital Engineering and Enterprise Modernization to businesses across industries. With over 23,200 employees located in 19 countries, the Company is committed to innovation and client success. Persistent offers a comprehensive suite of services, including AI-enabled software engineering, product development, data and analytics, CX transformation, cloud computing, and intelligent automation. The Company has been recognized as the "Most Promising Company" of the Year by CNBC-TV18 at the 2023 India Business Leader Awards. Persistent has achieved carbon neutrality, reinforcing its commitment to sustainability and responsible business practices. As a participant of the United Nations Global Compact, the Company is committed to aligning strategies and operations with universal principles on human rights, labor, environment, and anti-corruption, as well as take actions that advance societal goals. With 327% growth in brand value since 2020, Persistent is the fastest-growing IT services brand in the 2024 Brand Finance India 100 Report.

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