

Aceyus Integration Manager (AIM)

Product Description



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 **aceyus**

Product Introduction

The Aceyus Integration Manager (AIM) is a configurable application platform that provides data communications services between separate contact routing domains, CTI platforms, and/or other contact center resources. AIM services provide transport for contact context data between contact center resources, as well as transaction logging to facilitate customer journey, historical and detail reporting.

The AIM application is a middleware platform that employs standard protocols and methods to normalize and communicate information between connected systems. Deployed as a Microsoft Windows service, AIM may be implemented with multiple instances of the application on a single server or on multiple servers for redundancy and scalability. Microsoft SQL (MSSQL) Server or SQL Server Express may be employed for logging activity data and performance metrics. The database(s) may be deployed as part of a stand-alone AIM environment or AIM may target Aceyus Vault Reporting servers for logging and activity data.

Employing AIM is particularly effective in contact center environments that have multiple contact routing engines due to technology transitions (i.e. changing ACD technology), merger/acquisition activities, or integrations with outsourcers. AIM transports context data and routing information allowing the separate routing engines to preserve control of their respective domains as needed, thereby facilitating efficient use of resources.

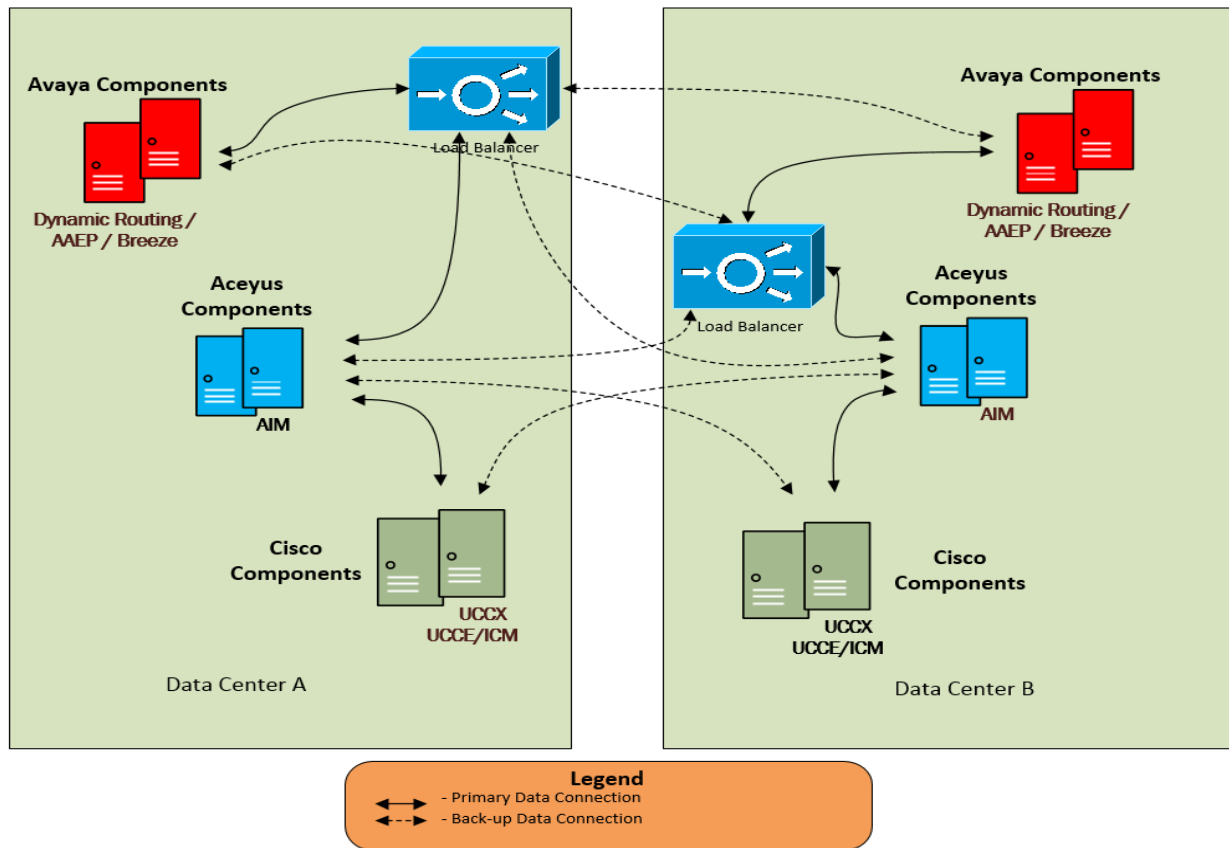


Figure 1 – Sample AIM Architecture

SAMPLE AIM USE CASE

AIM Architecture

The following diagram depicts an AIM architecture with redundancy and site diversity. The example shown below illustrates an integration between an Avaya Experience Management environment and a Cisco Contact Center environment. AIM enables communication of contact context data and routing requests between the two environments, thereby facilitating data rich transfers, improved resource management and customer journey reporting.

Note: Providing functionality as described above is dependent on the capabilities and feature sets of the connected end systems.

Application Characteristics

The following steps illustrate the projected message flow between routing engines using the example referenced in the AIM Architecture above.

Message Flow #1 – AAEP/DR/Breeze request to UCCX/UCCE/ICM

1. An Avaya AAEP/DR/Breeze node triggers a request to the AIM Web Service via the Load Balancer. The Load Balancer directs the request to one of the active AIM Services.
2. AIM receives and parses the data received from AAEP/DR/Breeze converting it to a UCCX/UCCE/ICM request.
3. UCCX/UCCE/ICM receives the request from AIM and processes the data. UCCX/UCCE/ICM provides a response that is passed back to the requesting AAEP/DR/Breeze node via AIM.



Figure 2 – Sample AIM Message Flow #1

Message Flow #2 – UCCX/UCCE/ICM request to AAEP/DR/Breeze

1. A UCCX/UCCE/ICM routing script triggers a request to an active AIM Service.
2. AIM receives contact context data from UCCX/UCCE/ICM and parses it appropriately to be posted in the Avaya environment.
3. AIM sends data via the Load Balancer to an active AAEP/DR/Breeze node. If appropriate, AAEP/DR/Breeze provides a response that is passed back to the UCCX/UCCE/ICM via AIM.

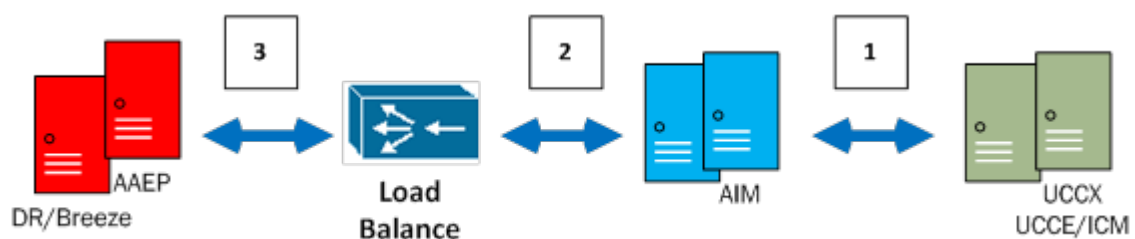


Figure 3 – Sample AIM Message Flow #2