

Verizon IVR Overview:

Link to Verizon IVR (inContact) Developer Portal:

<https://developer.incontact.com/>,

Technical:

The VCC platform is powered by inContact which has integrated and accessed data from hundreds of third-party databases, mainframes and other external CRM sources. inContact provides many flexible options for interacting with external systems or applications. Typically, customers choose to integrate via Web Services (RESTful or SOAP/WSDL), ADO/ODBC-compliant SQL databases, and or explicit URL.

As an example, VCC/inContact's integration with SFDC is based on the OpenCTI toolkit from Salesforce.com which supports queries into any standard or custom Salesforce objects based on criteria specified and is a native Force.com application. Additionally, inContact provides options for exposing platform data to external systems.

inContact is capable of working with a huge variety of database platforms, a database that is ADO / ODBC compliant and can support SQL query/response communication is preferred. SOAP compliant Web Services can also be used quite effectively to communicate with other systems.

inContact *Studio* is the development tool that is used to create contact flows that will contain IVR menus, CTI interactions, and database exchanges. A trained Studio developer can create, edit, and test contact flows quickly, providing a flexible solution to fit business needs. inContact's visual drag and drop tool makes development and changes to call flows quick and easy without Professional Services involvement.

Further Detail:

HTML Table

The first method to access customers' data would be to read data from an **HTML table** – from a website designated by the customer. InContact does not host these websites nor the databases accessed by them. The creation and maintenance of the web page and DB, are the customer's responsibility.... as are all aspects of the security and access to the URL. The data is retrieved using the studio actions "Getpage" and the data returned is put into a studio script variable (default is RES).

The inContact script action "Getpage" retrieves the webpage contents and the "HTML Table" action parses the Header values and data values (from the variable RES) -

creating name/value pairs of the data which can then be used throughout the call flow. The Header names from the table become the variable names in the script unless otherwise directed in the “Htmltable” action Properties.

dbConnector

The second method of access is through inContact’s **dbConnector** product offering. The dbConnector product creates a Windows gateway service that enables the communications between inContact and your database through an ADO/ODBC connection (driver).

SOAP Web Service

The third method would be through a SOAP based web service.

Soap requirements:

- The service must follow the SOAP 1.1 or SOAP 1.2 standards.
- The service must be available via the public internet (no VPN). If VPN is required this must be through an IPSEC connectivity model.
- The service can be transported either via HTTP or HTTPS.
- The service cannot be behind HTTP Authentication – i.e. “credentials” passed in the header. (see the example below of inContact’s inSideWS API which uses a custom object for this purpose.)

The inContact environment **cannot** consume a web service that has **XML or Schema** as inputs or outputs. Returned data should be simple objects – not an xml stream (in some circumstances the latter is acceptable.)

REST Web Service

Another method of access is through a REST Web Service interface – The implementations here vary widely from customer to customer due to different authentication requirements... but the creation of the headers and body components to make the REST call perform correctly can be done from inside the studio snippet using some new features enabled in a recent release.