

Eleveo's Zoom Contact Center Integration



Fuel your contact center's performance with Eleveo WFM and Zoom Contact Center

A Workforce Management (WFM) system runs most efficiently and effectively when it consumes good, current data. With our automated Zoom Contact Center integration, one-way historical data sharing and two-way user-data sharing maximizes our WFM solution's efficiency.

Eleveo customers define the parameters governing the nature of the contact center data they transfer from their data centers to our WFM system and the frequency of those data transfers - daily, every x hours, every x seconds or specific times each day.

The integration between Eleveo and Zoom Contact Center simplifies historical and user data transfer and streamlines forecasting and scheduling with the following data.

Historical data:

- Include inbound & outbound calls
- Include or Ignore calls with AHT more than x
- Include or ignore abandoned calls
- Specific contact types
- Historical period start date
- Aggregation interval (currently supported 900 seconds)

User data:

- Role equivalents
- Imported groups

Shifting to a cloud or hybrid environment?

Take Eleveo with you with our Zoom Contact Center Integration

Our Zoom integration enhances security for companies utilizing work-from-home agents or offering hybrid on-site and remote workplace options. It also offers ultimate flexibility, enabling our customers to leverage the same Elevēo tools and capabilities they always have.

Features of the Eleveo and Zoom Contact Center integration:

User Synchronization and Single Sign-On

- Automatically imports Zoom Contact Center users to Eleveo's database as users are added, removed or as user data changes.
- Minimizes manual intervention, errors and database management costs.
- Supports QM, WFM and analytics, streamlining and strengthening customer and agent experience management.

Cloud-enabled WFM

- Automatically pulls historical data and agent status from Zoom Contact Center to the Eleveo WFM database.
- Helps you capture and manage every incoming and outgoing interaction.
- Centralizes control over forecasting, scheduling and schedule adherence.
- Improves operational efficiencies and helps contact centers elevate the customer experience.

The only requirements for this integration are that you:

- Are an existing Zoom Contact Center user
- Provision required licenses
- Partner with Eleveo for access and an integration plan

Want to learn more about Eleveo's range of integrations? Please contact your sales director
Call **+420 222 554 112** (EMEA) or **615-224-3414** (North America) or email sales@eleveo.com

About Eleveo

Eleveo provides effective, simplified solutions for complex contact center problems. Our WFO tools are specifically designed to elevate commercial contact center operations and processes and are built using modern frameworks and cloud-native technologies that scale & move with your business. Eleveo® is a registered trademark of ZOOM International.