

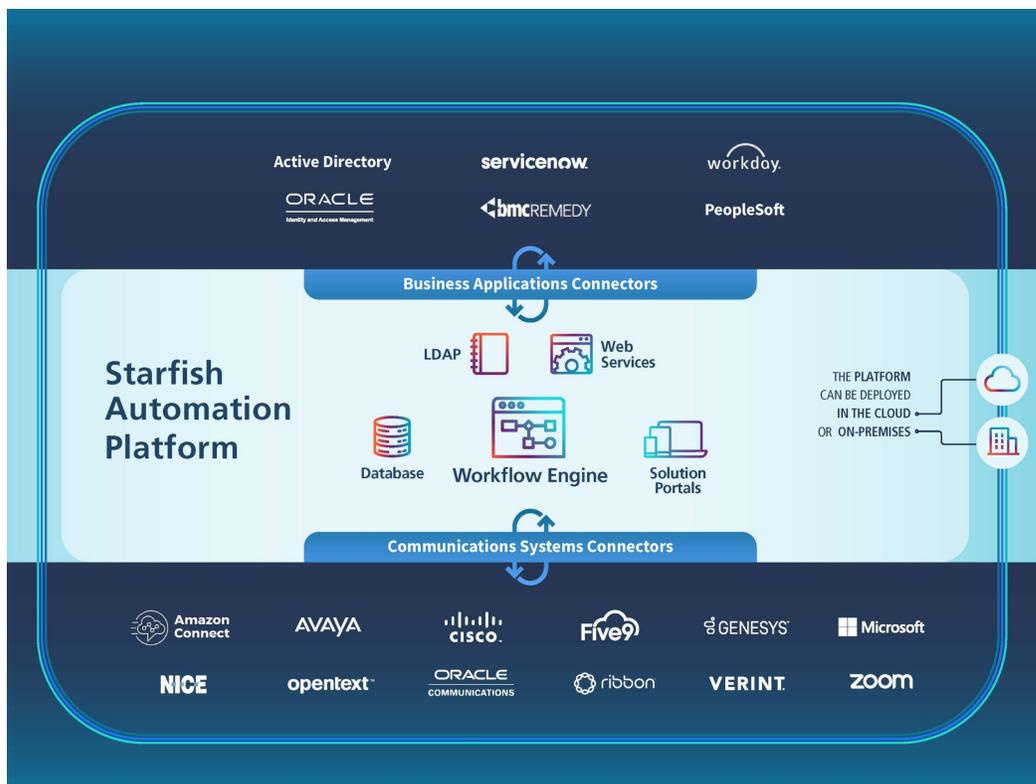
Starfish Provisioning Solution for Genesys Cloud CX

Automated provisioning of contact center resources

Solution Overview

Starfish 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.

Starfish 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.



Starfish 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.

The screenshot displays the Starfish Provisioning Manager interface. On the left is a dark sidebar with a 'WORKFLOW' section containing 'Provisioning' (with a sub-menu for 'Provision', 'Bulk Provision', 'De-Provision', and 'Bulk De-Provision') and an 'ADMINISTRATION' section with 'General', 'Genesys Cloud', 'Mapping', and 'Log'. Below these are 'RESOURCES' and 'Inventory'. The main content area is titled 'Provisioning Manager' and 'Provision User Resources'. It features a form with the following fields: 'User ID' (MichaelU_gg), 'First Name' (Michael), 'Last Name' (Jackson), 'Email' (Michael.U@starfishlab.com), 'Location' (California), 'User Type' (Agent), 'Extension' (3508), 'Range' (35001-35299), 'Skill Template' (California Skill Template), and 'Common Template' (California Template). There are also 'Queue Template' and 'Queue Template' dropdowns. At the bottom right of the form are 'Cancel' and 'Submit' buttons. The footer shows '© 2024 - Starfish Associates, LLC' and 'Provisioning Manager v1.0'.

Starfish Connectors for Genesys Cloud CX (a module of the Starfish Provisioning Manager):

Microsoft Azure AD Connector – The Azure AD Connector complements the Genesys SCIM interface by providing 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 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.

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. 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.

Starfish Use Cases for Automation

Copying & Migrating Amazon Connect Instances

- Starfish 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 brand-new 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
- This functionality also has a filter option which can help single out specific agents to update
 - There is also an export option which can be executed via an upload of an excel file.

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.

Contact Us to Learn More

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<https://starfishassociates.com/request-a-demo/>



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