

CXI Connector

CXI



CXInfinity is the business messaging and customer engagement platform to connect with the customer at the right time over the right channel. It's an integrated and optimized solution that speaks of trust and technology carried for 11 years with NovelVox in the contact center industry.

How Does CXI with BOTTER Work?

BOTTER integrates with CXInfinity through **CXInfinity Socket Servers**.

Supported Features

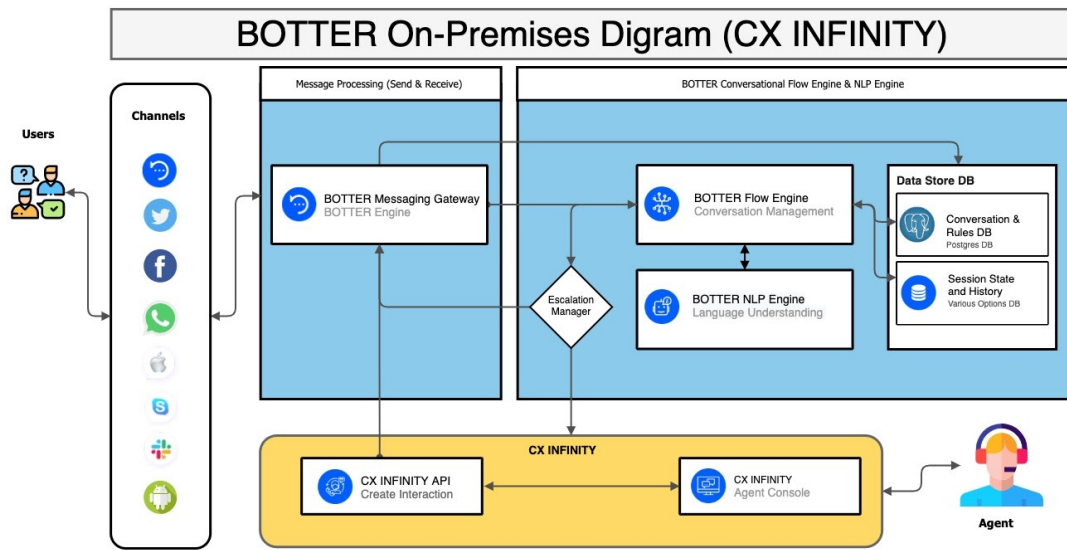
Genesys CXInfinity Supported Features		
Builder Cards	Compatibility	Comments
Chat History Transfer	Yes	
Agent Interface Gadget	Yes	CXInfinity Agent Interface
Required Components	Yes	CXInfinity Standard Edition
Supported Media Types	No	Text, Links

Required Components for Integration

Below items are required to integrate with **CXInfinity**:

- Web-sockets Connection Link
- Tenant ID
- Page Name
- Account ID

Integration Architecture with CXInfinity



BOTTER Integration Architecture with CXInfinity

Integration through **CXInfinity Web-sockets**, enables **CXInfinity** agents to handle the chat request from BOTTER as the below flow:

- Customers send messages using **BOTTER** supported channels.
- Messages go through **BOTTER** Web-hooks to **Messaging Gateway** which enables sending and receiving messages between channels and contact centers.
- **BOTTER** hands over the message to **Conversational Flow Engine** to perform the following actions:
 - Understand the message using **NLP Engine**
 - Get the responses or the predefined set of actions from **Conversational Flow Engine**
- If the action is to **escalate** the conversation to a real agent, the below scenario is performed:
 - **BOTTER** server will call BOTTER Connector Package to initiate the socket connection.
 - Messages, attachments, and history are transferred to the agent.
 - Upon establishing the connection, **BOTTER** will hold the connection to the chatbot and open it with CXInfinity.
 - If the connection got unstable or lost, BOTTER will recreate the connection back to the chatbot.
- If the action is “**No Escalation**”, the following will take place:
 - **BOTTER NLP Engine** sends the response back to the **BOTTER Messaging Gateway** and to the channel that the customer is using.