

WELL INTEGRATED CUSTOMER INFORMATION AND

processes lead to better customer experiences. If customer information is spread throughout many systems, access is a constant challenge—for your employees and customers. The complex IT environments that exist in enterprise organizations mean they need a comprehensive approach to integration. RightNow Connect drives seamless open integration and functionality to create a more streamlined solution.

Develop integrated solutions involving the RightNow suite with RightNow Connect. RightNow Connect facilitates open integration between our solutions and all corporate information assets whether in-house IT systems, other SaaS solutions, or corporate web assets.

RightNow Connect provides enterprise integration connectivity to make relevant customer knowledge easily accessible to the frontlines of business, regardless of where that knowledge resides. By empowering frontline employees with comprehensive knowledge at the moment of customer interaction, it improves the customer experience.

RightNow Connect leverages Service Oriented Architecture (SOA) fundamentals to integrate on demand applications into the broader enterprise. This standards-based approach supports a comprehensive integration framework enabling seamless application integrations within complex IT environments and spanning multiple disparate systems across the enterprise.

CAPABILITIES

Integration Connectivity

Supports key integration types, including data integration, packaged application connectivity, business process integration, desktop integration, and communication integration.

The RightNow Connect API

Develop robust integrations quickly and easily.

The RightNow Developer Community

Facilitating collaboration among developers, sharing of best practices, and disseminating key information and documentation to developers.

INTEGRATION FRAMEWORK

- Server Integration Data and Services moves data between RightNow and other computing platforms and databases, such as DB2, Oracle, SQL Server, and legacy systems.
- Business process integration connects RightNow data or functionality with business process management systems such as WebMethods, WebLogic, and WebSphere Business Integrator.
- Desktop integration enables access to third party applications from within the RightNow SmartClient. The Desktop Add-in Framework enables customers and partners to embed external application functionality directly into the agent desktop as .Net components. Examples include desktop telephony, address validation, order processing and maps/directions. Desktop integration also enables automation of processes.
- Web integration supports the sitemap protocol. Enables popular third party search engines to include RightNow structured knowledge in their indexing and searching algorithms to be incorporated into search results. Knowledge syndication allows you to render RightNow content outside of RightNow pages.
- Packaged application integration connects RightNow to other packaged applications such as SAP, Siebel, JDE, and PeopleSoft.
- Communications integration provides seamless connectivity for RightNow CRM software applications to common call center services like the Genesys Customer Interaction Management Platform.

BENEFITS

- Build broad integrations quickly, efficiently and cost-effectively.
- Provide “low barrier of entry” to the development of integrated solutions around the RightNow Suite.
- Respond even more quickly and efficiently to rapidly changing customer and business needs utilizing SOA.
- Ability to take further advantage of SaaS time-to-value and reduced risk in enterprise environments.

FOR MORE INFORMATION

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