

# **SimpliCTI Cloud Connectors Achieve Oracle Validated Integration with Oracle RightNow Cloud Service**

## **SimpliCTI Adapters Enable Unified, Multichannel Connectivity with Leading Contact Center Platforms**

CARY, N.C., March 19, 2013 /[PRNewswire](#)/ -- SimpliCTI Software Solutions, a Gold level member of Oracle PartnerNetwork (OPN), today announced it has achieved Oracle Validated Integration with [Oracle RightNow Cloud Service](#) for the SimpliCTI Cloud Connector for Avaya Application Enablement Services (AES) Version 3.0 and the SimpliCTI Cloud Connector for Cisco Unified Contact Center Enterprise (UCCE) Version 3.0.

To achieve Oracle Validated Integration, Oracle partners are required to meet a stringent set of requirements that are based on the needs and priorities of customers. SimpliCTI's Cloud Connectors are pre-integrated adapters that establish the Oracle RightNow Agent Desktop and the SimpliCTI Media Toolbar as the primary user interface for customer interactions, providing unified access to advance multichannel capabilities including voice, email, web chat, and SMS.

"SimpliCTI is proud to be associated with Oracle and its leadership in cloud-based technologies for managing and enhancing the customer experience," according to Bruce Calhoun, President and COO of SimpliCTI. "Our team has worked diligently to fulfill the rigorous requirements of Oracle Validated Integration and to ensure that our Cloud Connectors integrate reliably and perform well with Oracle RightNow Cloud Service."

"Oracle Validated Integration applies a rigorous technical review and test process," said Kevin O'Brien, Senior Director, ISV and SaaS Strategy, Oracle. "Achieving Oracle Validated Integration through Oracle Partner Network gives our customers confidence that the integration between Oracle RightNow Cloud Service and SimpliCTI's Cloud Connectors for Avaya AES and Cisco UCCE have been validated and that the products work together as designed. This helps to reduce risk and improve the implementation cycles for our joint customers."

A leading system integrator and software developer specializing in contact centers, SimpliCTI ([www.simplicti.com](http://www.simplicti.com)) is an expert in helping businesses use technology to maximize customer service, productivity, and return on investment. The company is part of ConvergeOne ([www.converge-one.com](http://www.converge-one.com)), one of the leading integrators of telephony, data, and unified communications solutions in the United States, with operating companies and locations across the country. The ConvergeOne companies also include NACR, S1 IT Solutions, the NorthPark Group, and G3 Technology Partners.

For more information about SimpliCTI and its solutions, please contact the company at [sales@simplicti.com](mailto:sales@simplicti.com).

### **About SimpliCTI**

SimpliCTI Software Solutions, Inc., founded in 1996, delivers customer interaction software development and integration, consulting services, and innovative packaged software solutions across all industries and client environments. SimpliCTI's interaction management focus incorporates a commitment to customer satisfaction and draws upon decades of solution development and implementation experience to provide expertise in the area of unified communications services.

### **About Oracle Validated Integration**

Oracle Validated Integration, available through the Oracle PartnerNetwork (OPN), gives customers confidence that the integration of complementary partner software products with Oracle Applications and specific Oracle Fusion Middleware solutions have been validated, and the products work together as designed. This can help customers reduce risk, improve system implementation cycles, and provide for smoother upgrades and simpler maintenance. Oracle Validated Integration applies a rigorous technical process to review partner integrations. Partners who have successfully completed the program are authorized to use the "Oracle Validated Integration" logo. For more information, please visit Oracle.com at <http://www.oracle.com/us/partnerships/solutions/index.html>.

### **About Oracle PartnerNetwork**

Oracle PartnerNetwork (OPN) Specialized is the latest version of Oracle's partner program that provides partners with tools to better develop, sell and implement Oracle solutions. OPN Specialized offers resources to train and support specialized knowledge of Oracle products and solutions and has evolved to recognize Oracle's growing product portfolio, partner base and business opportunity. Key to the latest enhancements to OPN is the ability for partners to differentiate through Specializations. Specializations are achieved through competency development, business results, expertise and proven success. To find out more, visit <http://www.oracle.com/partners>.

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