



Piriti is the critical link required between Genesys PureCloud and a Verint Workforce Management (WFM) solution that allows Contact Centres to effectively forecast work volume and staffing and manage agent performance.

All WFM solutions rely on an interface with an ACD to source historical and real time statistics for forecasts, schedules and reports. In a Genesys PureCloud environment that function has been performed by the Genesys Bridge Connector. However, Genesys have announced the Bridge Connector will be deprecated on 31 December 2019.

Piriti (which in New Zealand's native Maori language means "bridge"), is a drop-in replacement for the Genesys Bridge Connector. It can be quickly and easily installed either on an existing Bridge Server or on a Verint Application Server which is part of an existing Workforce Management environment.

No additional PureCloud licensing is required. Piriti uses the public Platform API exposed by PureCloud and included as part of the REST API feature of the PureCloud1, PureCloud2 and PureCloud3 pricing plans.

No additional Verint licensing is required either. Piriti uses the Generic Adapter included with all Verint WFM solutions.

Piriti is licensed per agent per month and invoiced annually.

Circle has early access to PureCloud information and releases which allows us to respond to planned changes before they go live. Included in the licensing fees is support for the application and regular updates to ensure Piriti keeps pace with PureCloud developments.

Features

- *Historical data feed*

Piriti provides historical interaction data in 15, 30 or 60 min intervals to allow complete flexibility when forecasting interactions.

- *Historical data back capture*
For new WFM environments or an environment that has been unavailable, Piriti can back capture historical data for automatic import by Verint.
- *Real-time adherence*
Piriti provides instant notification to Verint WFM of agent state changes for real-time adherence monitoring.
- *Secondary presence status*
To maximise real-time adherence monitoring, Piriti can provide secondary presence information to Verint WFM. An organisation may create custom secondary presence definitions which add further detail to a primary presence, (eg; "Training / Knowledge Txfr" where "Training" is the system or primary presence and "Knowledge Txfr" is the custom secondary presence) and Piriti will output these.
- *Simple installation and configuration*
Piriti is a Windows Service installed using a conventional installation wizard. Installation and configuration can easily be achieved within a day.

Designed for maximum up-time, Piriti can be configured while it is running. Configuration changes take effect immediately without the need to restart the application and risk missing PureCloud real-time status updates.

- *Keep-alive and re-subscription functionality*
PureCloud closes its notification channels at regular intervals and network disturbances may compromise collection of real-time and historical data from PureCloud. Piriti will automatically detect and reconnect to ensure the data it provides to Verint WFM is reliable and has high integrity.
- *No additional server required*
Piriti is a light-weight application that can co-exist with other applications on an existing server. Minimum host requirements are:
 - Microsoft Windows Server 2012 R2
 - Microsoft .NET Framework 4.6.1
 - CPU: 2 x 2.5Ghz
 - Memory: 1.0 Gb
 - Disk: 50Mb free disk space