Fuze offers an industry leading set of integrations with inContact designed to reduce complexity for agents, enhance the caller experience, and provide the highest quality connectivity. Using the integrations, you can leverage the power of Fuze’s enterprise grade UCaaS platform from the inContact Max client, to provide a seamless experience for both the agent and the caller.

Data Center Connectivity

Fuze integrates with inContact right at the core, the data center, with dedicated private connections between Fuze and inContact data centers in North America, EMEA, and APAC. Communication between the Fuze and inContact networks do not rely upon the Public Switched Telephone Network (PSTN) or the public internet, providing the highest security between the two platforms. Fuze’s global infrastructure serves and delivers calls from the nearest geographic data center, ensuring the highest call quality and best caller experience.
Virtual Prefix Routing (VPR)

Regardless of the physical location of the contact center agent, Fuze's implementation of VPR routes contact center calls to the closest Fuze data center globally, increasing audio quality and decreasing call latency. Fuze customers also have the ability to login using Station IDs, which automatically utilizes VPR if it is configured for their users. This simplifies the login experience for agents.

Dynamic Directory Sync

When a contact center agent receives a customer call outside of his or her area of expertise, the agent needs to quickly and seamlessly connect the caller to the subject matter expert or knowledge worker. Agents can utilize Dynamic Directory Sync, a dynamic address book of all Fuze users in the MAX client, to quickly communicate and seamlessly transfer calls to subject matter experts and knowledge workers, outside of the call center team.

Presence Adapter

The Fuze/inContact Presence Adapter ensures that important contact center calls are not routed to agents who are unavailable. The Presence Adaptor updates the inContact MAX agent availability to reflect if that agent is on a Fuze call. When an agent is on a Fuze call, the MAX status will show as “Unavailable - Fuze Call”, ensuring that no inContact calls will be routed to that agent until they become available. In addition, this integration provides accurate reporting of an agent's work day, reporting both on Fuze and inContact activity.