Jacada® Interface Server

Application Enhancement Solutions

Jacada® Interface Server is the leading automated Web-enablement solution for extending and modernizing legacy host systems by generating a thin-client graphical user interface. With a focus on contact center operations and a reputation as the leading non-invasive integrator, our unified desktop and customer experience optimization solutions improve the effectiveness of customer interactions.

From a business perspective, Jacada Interface Server is risk-free, cost-effective and can be rapidly deployed. Whether the need is to make existing business applications easier to use or to provide access for remote users (such as virtual agents), Jacada is web-enabling some of the largest and most critical contact center business systems around the globe.

From a technical perspective, Jacada Interface Server is a robust, open and feature-rich web-to-host solution. With the ability to convert both mainframe and IBM iSeries (AS/400) applications from the same tool, Jacada Interface Server has delivered web-to-host solutions from applications with literally thousands of screens — to literally thousands of users. For contact center operations, this can mean critically-enhanced access to legacy systems on virtually any scale.

And, by generating the new graphical interface as either Java or XHTML, Jacada Interface Server provides a native and open solution that integrates easily with Jacada WorkSpace to deliver a completely unified customer service desktop, with consistent, intuitive look-and-feel across any and all applications. Jacada Interface Server can provide a new graphical interface for packaged applications as well as home-grown applications routinely found in today's contact center.

Our solutions provide these key benefits:

- Reduced customer service complexities
- Reduced training time and error rates
- Reduced operating expenses
- Improved effectiveness, productivity, and efficiency
- Consistent customer-facing processes
- Better access to customer details and alerts
- Improved data accessibility, call center monitoring, reporting and compliance
- Incremental revenue through cross-selling
- Agents enabled to provide enhanced service and more value

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