Jacada® HostFuse

Service Enablement for Legacy Applications

In today's business environment, customer experience is key to success. However, delivering on the customer experience promise can only occur if the systems, processes and applications in use by your customer service personnel are up to the task. The existing infrastructure may be more than sufficient, but if the systems and applications are misaligned or disconnected, your customer service efforts will come up short. If your customer service environment is complex and complicated, your customer service representatives (CSRs or agents) spend more time struggling with processes and system chaos than they do delivering superior service.

Jacada® HostFuse provides an industry-leading contact center solution for real-time, non-invasive integration of legacy applications - traditional character-based host applications such as "green-screen" systems. Within most large customer service and support organizations, legacy applications perform critical business functions. Whether developed in-house or bought as a packaged application, these systems often lack APIs to easily access the business logic within. This lack of an API typically means that these legacy applications are unable to participate within the context of a Service Oriented Architecture (SOA), and are not easily modified to improve process flows for the user.

Jacada HostFuse allows legacy applications to be "service enabled" – that is, any and all functionality contained within an existing host application can be exposed as open standard Web services. This process of service enablement is accomplished without requiring any modification of the application and no access to the source code is required, allowing for a rapid implementation cycle with minimal risk. Even better, the resulting transactions can be used to integrate the host application with Jacada® WorkSpace.

Specifically, Jacada HostFuse can be deployed to perform:
*   **Service Enabling** – Transform legacy application logic and data into callable Web services, which can then be invoked from another application, or can be used, for example, to build a "single view of the customer" in a new composite application, such as Jacada WorkSpace. In this configuration, the host emulator need not be running on the desktop.

By service-enabling any host-based application, Jacada HostFuse provides for the rapid integration of legacy systems into a unified service desktop for the contact center.

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