GENESYS

GENESYS CLOUD SOLUTIONS

Come with us to the cloud

[See our prescriptive migration approach]

You Need To Change Your CX Solution So You Aren't Left Stranded

Don't find yourself in a situation with high risk, high maintenance, and no access to new innovation to remain competitive with your customer experience. Legacy on-premise architectures make it difficult to balance value creation with keeping the lights on, especially when your vendor can't keep up with today's needs and tomorrow's opportunities. Modern customer experiences require modern technology built to handle constant change and disruption – which requires the right solution.

With Genesys CX Solutions, you choose a partner, not a vendor.

1300+
Migrations from Avaya

33%
Average TCO savings

64%
reduction in YoY CapEx

FAST IMPLEMENTATION

"We wanted to get more hands-on and self-serve, rather than keep relying on slow and costly external support. Genesys Cloud CX was definitely the easiest to maneuver and had all the services we had on our wish list. And it was the first time in my entire career that I've implemented a major project in 10 weeks."

Maudrie Smith,
Director of Customer Care Operations
Metergy Solutions

A PARTNER, NOT A VENDOR

"We wanted to work with Genesys because we wanted to be in the cloud. But more than that, we wanted a partner – not a vendor."

David Bradshaw,
Vice President, ATB Client Care
ATB

COST EFFECTIVE AND TIME SAVING

"We evaluated different technological solutions, such as Cisco and Avaya, but they were expensive. In addition to a 360-degree view of the operation, Genesys offered us many possibilities, quick implementation at a lower cost and the elimination of time-consuming communication silos."

Leonardo Benegas,
Senior Professional for SaaB CRM
and Support Manager for Vanti

Invest in a foundation that gives you system agility, process and resource efficiencies, and a future-forward approach to deliver sustainable differentiated customer experiences. And our team of migration experts, armed with the proven best practices, make it easy to get there quickly.

WHY CHOOSE GENESYS

YOUR PREFERRED CLOUD

Choose how you deploy to meet your unique business needs. Proven CCaaS platform with rich product, marketplace and developer capabilities, earning multi-year leadership status in Gartner CCaaS Magic Quadrant.

ALL-IN-ONE

The industry's most powerful set of native capabilities – digital, AI, workforce engagement, UCC and more – built to work together. Our interface has it all: CX and EX capabilities and digital engagement so you can service customers regardless of where they choose to engage.

PRESCRIPTIVE MIGRATION

A customer-focused migration model created from over 4,000 migrations with ongoing guidance to reduce risk and share best practices as you transform. We've migrated companies from Avaya on-premise in as little as two months. Our tools allow for quicker set-up configuration to ensure a smooth and speedy migration while minimizing disruption to your business.

Genesys is your partner to help you evolve today and be ready for tomorrow in the cloud

NEW FEATURES WEEKLY

Get a continuous stream of new features and enhancements as soon as they are released with our automated delivery cycle. **Last year, our customers took advantage of 267 new capabilities.**

SIMPLE TO MAINTAIN

With a true all-in-one CCaaS solution, you are always up to date. There's only one version – the one you are on. Focus on innovating vs. maintaining with your extra time back, while Genesys automates your cloud support.

SCALABLE AND AGILE GROWTH

Adjust on the fly to address any spike in volume. Want something new? Just try it out. With Genesys, it's already in the cloud platform. No need to upgrade to the latest version or wait on hardware.

SECURE AND COMPLIANT

Safeguard your customers and your business with a platform built for trust, transparency and security **All with 99.99% availability** and aggressive service level guarantees to back it up.

THE RIGHT PARTNER

"When we started the process of placing the customer in the center, we noticed that we were not going to be able to do it with the Avaya solution we had. We could not have done this without Genesys. After six months, we found that we could not have chosen a better customer experience tool. It is totally aligned with what we were looking for."

Diego Galindo Hernández, Director of Customer Service
BVC

Choose A Resilient Partner Ready For The Future

Genesys is defining and reinventing the CX space with a proven development and resiliency strategy. Our innovation is focused on solving tomorrow's problems today - so you don't have to. Choose a partner that's a proven leader.

Don't get stranded – see what Genesys can do for you. We challenge you evaluate your current system against your needs.

FEATURES AND CAPABILITIES	GENESYS	AVAYA
Your choice of cloud deployment – public, partner, private on AWS, Azure, Google or any other	●	
Continuous delivery of innovation with modern microservices cloud architecture	●	
Complete and unified omnichannel and AI portfolio	●	
Global omnichannel routing	●	
Predictive web engagement	●	
Native digital channels, voice and chat bots, outbound voice, and campaign management	●	
Native workforce engagement management (not reliant on 3rd party)	●	
Out-of-box integrations with Amazon, Google, Microsoft Teams, Zoom, Salesforce and more	●	
Extensive selection of best-in-breed technologies to complement CC solution with AppFoundry	●	
Scalable and resilient, built to handle any change	●	
Proven prescriptive migration approach and success stories from 3,300+ migrations	●	

Accelerate the value of your contact center and maximize ROI with Genesys Cloud Solutions

Do More with Less

Transform your CX with a single agile, powerful, reliable platform that can adjust to any business need without multiple systems and applications, and removes the need for interruptions in customer service due to maintenance and software changes.

Moving to Genesys from an on-premise Avaya solution resulted in:

Reduced time and money spent on vendor management

$1.5M savings in annual platform support costs

412% ROI in less than 3 months

CREATE THE CX YOU NEED

Deliver great CX out of the box with the broadest set of contact center capabilities. Then, focus your resources on high impact projects using a rich set of open APIs and an expansive marketplace to build differentiation for your customers and agents.

APPFOUNDRY MARKETPLACE

With 250+ prebuilt CX applications and integrations in our AppFoundry marketplace, you can scale where you need to do more. Even reporting with your Avaya data is simple, so you don't lose any visibility to your business.

UC INTEGRATIONS

Unify your communications to keep things simple, fast and hardware-free by consolidating traditional business telephony features with real-time collaboration tools. Use our internet-based telephony service or integrate with a third-party cloud carrier like Zoom, 8X8, Microsoft Teams and more.

Improve Employee Experiences

Eliminate for your agents with a platform designed with users in mind. Everything they need to connect across tools and teams is in one intuitive interffrictionace with a single customer view full of current and historical context to deliver a great customer experience.

Genesys Cloud Solutions increased employee satisfaction and productivity for customers:

100% remote work enabled

Faster onboarding for new hires

30% increased productivity

OPTIMIZE YOUR EMPLOYEES

Built-in workforce engagement allows you to manage your CX workforce more efficiently with AI-powered forecasting and scheduling and easy reporting and call monitoring so you can provide real-time coaching and guidance from anywhere.

MODERN USER INTERFACE

From managing omnichannel customer interactions, to monitoring performance, set up your CX team to do what they do they best. Onboarding is easy, most of our customers had agents up and running in 45 minutes or less.

Exceed customer expectations

Understand what your customer needs and how best to solve that problem quickly. Customers who moved to Genesys Cloud Solutions saw:

90% or higher customer satisfaction rate

Higher NPS compared to industry average

50% increase in first contact resolution

CONNECT THE CUSTOMER JOURNEY

Connect your voice and digital engagements for seamless customer journey, giving your agents contextual history across channels. And know what's driving or blocking customer resolution with customer journey analytics.

SERVE CUSTOMERS PROACTIVELY

Know when to reach out to customers at the right time with the right content for speedy resolution. Combine the power of AI and channels to automate successful outcomes.

BETTER PRODUCTIVITY AND COST SAVINGS

"We've improved customer experience. Our employees are 15% more productive and we've made a 10% savings on IVR systems and call transfers."

Mikael Örtelind, CTO
Etraveli Group

HIGH CUSTOMER SATISFACTION

"We're now able to respond faster to changing conditions and emerging situations. All we have to do is purchase additional licenses to add new users, services and features. Best of all, our member satisfaction rate remains high at around 95 percent."

Amanda Prell, Director Contact Center Experience
Independent Health

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See everything you can do with
Genesys Cloud Solutions

Learn more about Genesys Cloud Solutions