



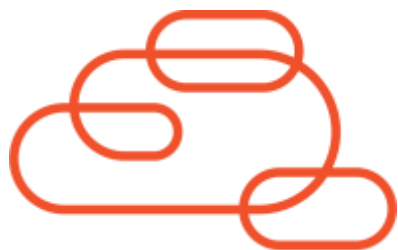
Effortless Customer Experiences Start with Genesys

 GENESYS

callcentre 
helper com

The UK's most popular contact centre magazine

Customer Experience Platform Portfolio



Pure**Cloud**



Pure**Connect**



Pure**Engage**

The Entire Portfolio Shares The Same Focus



Pure**Cloud**



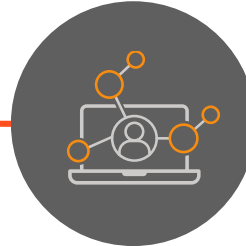
Pure**Connect**



Pure**Engage**



Design exceptional relationships with all your customers



Empower your staff to manage the best outcome



Run your business in smarter ways

Customer Experience Platform Solutions

CUSTOMER ENGAGEMENT



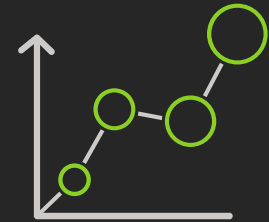
DIGITAL
INBOUND
SELF SERVICE
OUTBOUND

EMPLOYEE ENGAGEMENT



WORKFORCE OPTIMIZATION
OMNICHANNEL DESKTOP
COLLABORATION

BUSINESS OPTIMIZATION



WORKLOAD MANAGEMENT
ANALYTICS
PLATFORM
INTEGRATION

A large, dark purple, stylized graphic of a person's head and shoulders is positioned on the right side of the slide. The head is a circle with a smaller circle inside, and the shoulders are a wide, rounded shape. The background is a solid dark purple color.

The PureCloud Experience

An experience you don't want to miss

 GENESYS[®]

For Agents

- ✓ Unified Interface
- ✓ Telephony
- ✓ Omni-channel
- ✓ Integration
- ✓ Agent Experts



A screenshot of a Genesys unified interface. The top navigation bar includes "Activity", "Directory", "Documents", "Performance", and "Admin". The main area is split into two panes. The left pane, titled "Interactions", shows a list of recent interactions with agent names and status indicators. The right pane shows a chat conversation titled "Password Reset" with messages from Erin Whittaker and Kelly Jones. The chat history includes a request for help with a password reset and a question about account numbers. The bottom of the interface shows a text input field and a "shift + enter" key indicator.

For Supervisors

- ✓ Unified Interface
Web browser or installed desktop interface
- ✓ Supervisor Dashboard
Real-time performance for queues, agents, interactions, channels
- ✓ Real-time Interaction Monitoring
Observe interactions in progress and evaluate

The screenshot displays the 'Interactions' section of the Genesys Supervisor Dashboard. It features a profile card for an 'Internal Participant' named 'Freeport, Durbin' with a main phone number of 192.168.10.10. A play button and a speed control slider (set to x1) are visible next to the profile. Below the profile card, there are tabs for 'Details', 'Evaluation Summary', 'Audit Trail', and 'Timeline'. The 'Details' tab is active, showing a table of 'Interaction Metrics' and a 'Recording Information' section.

Interaction Metrics	
Interaction Type	Call
Start Time	Monday, November 23, 2015 11:46 AM
End Time	Monday, November 23, 2015 11:47 AM
Direction	Outbound
Internal Participant(s)	Freeport, Durbin
External Participant(s)	Indianapolis IN

Recording Information

- [Download Recording](#)
- Archive Date:
- Delete Date:
- [Update Retention Data](#)

For Administrators

- ✓ Designed for self-administration
- ✓ Create and manage call flows
- ✓ Queue administration
- ✓ Add agents and skills
- ✓ Roles and permissions
- ✓ Manage directory information
- ✓ Manage DIDs and extensions

The screenshot displays the 'Architect / Inbound Call Flow' interface for 'PureCloud Animal Care'. The top navigation bar includes 'Save', 'Version 10.0', 'Validate', 'Print', and 'Publish' buttons, along with a search bar for the flow. The main content area is divided into several sections:

- Starting Menu:** Contains a 'Prompt for Language' menu item with options for 'Opted for French' and 'English language calls'.
- Settings:** Includes 'Actions', 'Error Handling', 'Menus', 'Supported Languages', and 'Speech Recognition'.
- Resources:** Lists 'Data', 'Prompts', and 'Dependencies'.
- Reusable Menus:** Includes 'Emergency Menu' (with 'Emergency Call' and 'Non-Emergency Call' options), 'Main Menu', 'Appointments menu', and 'Pet Lost or Found?'. There are also 'Expand All' and 'Collapse All' buttons at the bottom.
- Reusable Tasks:** Lists 'Lost Pet' and 'Found Pet'.

The right-hand pane shows the configuration details for the selected 'Starting Menu' item, including fields for 'Name', 'Initial Greeting', 'Menu Prompt', 'Default Menu Choice', 'Menu Options', and 'Speech Recognition Options'.

For Customers

- ✓ Frictionless experience
- ✓ No need to repeat information
- ✓ Any channel, on any device



Why PureCloud? The choice is simple

 GENESYS



Times Are Changing

Industry verticals are re-inventing themselves

Humanized Big Data is the next CX frontier

Asynchronous messaging becomes number 1 channel

Trillions of auto-generated events need orchestration

Video is a normal part of CX

Virtual and augmented reality

AI will change everything we know

Multimodal is the new norm

99% of all journeys start on the web

Uberization of society, including agents

Blockchain and the next internet: Identity

2020

Security and compliance are hip again

Hyper-personal experiences every time

50 Billion IoT devices

Thank You

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