Effortless Customer Experiences
Start with Genesys
Customer Experience Platform Portfolio

PureCloud  PureConnect  PureEngage
The Entire Portfolio Shares The Same Focus

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
The PureCloud Experience
An experience you don’t want to miss
For Agents

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

✓ Frictionless experience
✓ No need to repeat information
✓ Any channel, on any device
Why PureCloud?
The choice is simple
Times Are Changing

Industry verticals are re-inventing themselves

Uberization of society, including agents

Security and compliance are hip again

Virtual and augmented reality

Video is a normal part of CX

Humanized Big Data is the next CX frontier

AI will change everything we know

Hyper-personal experiences every time

Blockchain and the next internet: Identity

Asynchronous messaging becomes number 1 channel

Multimodal is the new norm

99% of all journeys start on the web

50 Billion IoT devices

Trillions of auto-generated events need orchestration

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2020
Thank You

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