GENESYS CLOUD CX
COME WITH US TO THE CLOUD

GENESYS Cloud CX™

See our prescriptive migration approach

Legacy on-premises contact center architectures need a lot of attention. You need to focus on risk mitigation while innovating to ensure your customer experience (CX) surpasses the competition. Today's customer experience requires a modern platform that's built to handle constant change and disruption.

The Genesys Cloud CX™ platform is a modern CX solution that's built to handle change and disruption. Invest in a foundation that gives you system agility and efficiencies. Be confident you're getting a future-forward approach to delivering sustainable differentiated CX. And with our team of migration experts, armed with proven best practices, invest in a partner — not just a vendor.

NEW FEATURES WEEKLY

Get the newest features and enhancements the day they're released with a continuous, automated delivery cycle. *Last year, our customers took advantage of 267 new capabilities.*

SIMPLE TO MAINTAIN

With a true all-in-one Contact Center as a Service (CCaaS) solution, you can focus on innovating instead of maintaining. Genesys automates your cloud support.

AGILE, SCALABLE GROWTH

Adjust in real time to address any spikes in volume. Be creative and innovative. With the scalable cloud platform, there's no need to upgrade to the latest version or wait on hardware to try something new.

SECURE AND COMPLIANT

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

3,300+
CONTACT CENTERS HAVE MIGRATED TO GENESYS SOLUTIONS

MATURE CLOUD
Proven CCaaS platform with rich product, marketplace and developer capabilities, earning multi-year leadership status in the Gartner® Magic Quadrant™ for CCaaS

ALL-IN-ONE ARCHITECTURE
The industry's most powerful set of native capabilities – digital, AI, workforce engagement management, UCC and more – all built to work together

PRESCRIPTIVE MIGRATION
A customer-focused migration model created from over 3,300 migrations with ongoing guidance to reduce risk and share best practices as you transform

50% SAVINGS IN TCO

"Our agents have had a very positive experience and say the solution is faster and easier to use. Cost-wise we are paying around 50% less and have transitioned to 100% virtual in Tulsa and reduced to a single on-site campus in Tampa for Customer Care."

Nicole Thomas, VP, Customer Care Center,
Coca-Cola Bottlers Sales and Services

SMOOTH MIGRATION

"It was an excellent migration – on time and on budget. We were set up with Genesys Cloud CX to professionally white label our services and achieve all the system enhancements we wanted, like multilingual 24/7 support, queue busters and back-office integrations."

James Waghorn, Director, Customer Contact,
CarTrawler

WHY CHOOSE GENESYS CLOUD CX

Do more with less

Transform your CX with an agile, powerful and reliable platform that can adjust to any business need. Moving to Genesys Cloud CX from an on-premises solution resulted in:

33% decrease in system administration effort

30% savings in licensing and support costs

49% ROI after the move

ALL-IN-ONE COMPOSABLE PLATFORM

Eliminate multiple systems and applications to remove data silos. And service customers on any channel, at any moment.

The all-in-one composable CX platform lets you deliver great experiences out of the box with CX, employee experience and digital engagement capabilities built in. Focus your resources on high-impact projects using a rich set of open APIs and an expansive marketplace to co-create unique experiences for your customers and agents.

Enhance employee experiences

Eliminate friction for your agents with a platform designed with users in mind. Everything they need to connect across tools and teams is in one intuitive interface. They get a single customer view full of current and historical context that enables great customer experiences.

Genesys Cloud CX increased employee satisfaction and productivity for customers:

Better work-life balance

59% less agent churn

Increased productivity

IMPROVE EMPLOYEE PERFORMANCE

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

EMPOWER YOUR TEAM FOR SUCCESS

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

Exceed customer expectations

Understand what your customers need and how best to resolve their problems quickly. Customers who moved to Genesys Cloud CX saw:

90% or higher customer satisfaction rate

97% customer retention

95% FCR

CONNECT THE CUSTOMER JOURNEY

Connect voice and digital engagements to create a seamless customer journey. Give your agents contextual history across channels. And get insights into what's driving or blocking resolutions with customer journey analytics.

SERVE CUSTOMERS PROACTIVELY

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

DELIVERING THE BEST EXPERIENCE

"With Genesys Cloud CX, we have a robust, flexible cloud platform with the best user and customer experience. We have all the tools and functionality we need to deliver the best possible service."

Adrián Lozano Cantú, Customer Service Manager, Heineken Mexico

OPTIMIZED RESOURCES

"Now, we don't have to worry about capacity. We're serving customers faster with the information they need. And we've freed up three headcount to help with other tasks."

Chip Sugrue, VP Customer Strategies, American Heart Association

See all you can do with

GENESYS Cloud CX

Request your demo