

Genesys PureSuccess Equip

Get the tools to do it yourself

Key benefits

- Full-journey toolkit—Operate your solution independently with full access to our eLearning library; best practices; and tools for testing, monitoring and troubleshooting.
- Continuous enrichment—Reach out, as needed, to the Genesys community for self-serve resources available through the Knowledge Network or speak with your Genesys advisor.
- Supplementary services—Choose additional help from the PureSuccess service catalog using tokens. Talk to your Genesys advisor for details.

The toolkit plan

Genesys PureSuccess Equip is the best fit if your organization already has a highly developed framework to deliver customer experiences. You need little help managing changes in organizational processes, technologies and skills, but are looking for a step in the right direction to get started.

Genesys PureSuccess Equip gives you the tools, materials and training needed to deliver an optimal customer experience.

PureSuccess		How do you need our help?
Drive	"I want Genesys at my side to lead me towards success."	Genesys drives your success with dedicated experts bringing hands-on assistance.
Guide	"I want Genesys to teach me how to do it myself."	Genesys guides you to success with instructor-led training and live consultations.
Equip	"I want Genesys to give me the tools to do it myself."	Genesys equips you for success with tools, knowledge and materials.
Service Catalog	"I want the flexibility to face a whole range of challenges."	Genesys provides you a catalog to choose services that supplement the packaged offers.

Build a roadmap to success and prepare to go live

Set strategy

Establish vision and value

- Customer experience strategy pack
- Financial benefits calculator

Get ready: Business

Integrate new skills

- Customer experience master's series
- Organizational readiness self-assessment
- Change management guide

Get ready: Technical

Integrate new technology

- General use and troubleshooting eLearning library
- Quarterly, technical "hot topics" sessions
- Platform operation training
- Platform monitoring training
- Training and certification bundle
- Online user documentation
- Implementation readiness assessment tool
- Testing strategy best practices guide

Deliver a premium experience to your customers

Ongoing support

Operate and improve

- Care support:
 - 24/7 multichannel support
 - Defined performance standards
 - Online case management system
 - Support for hardware purchased from Genesys
 - Software updates and upgrades
 - Troubleshooting assistance with non-Genesys solutions
 - Custom self-serve reporting
- Enhanced go-live support
- Genesys knowledge network
- Dynamic product roadmap
- Roadmap feature requests

Maximize value

Monitor and optimize

- Platform operations best practices guide
- Interaction routing best practices guide
- Genesys diagnostic toolkit

Services that empower independence

Build your own path to deliver the types of experiences your customers will love.

ABOUT GENESYS

Genesys® powers more than 25 billion of the world's best customer experiences each year. Our success comes from connecting employee and customer conversations on any channel, every day. Over 10,000 companies in more than 100 countries trust our #1 customer experience platform to drive great business outcomes. Genesys on-premise and cloud solutions are built to be fluid, instinctive and profoundly empowering. Combining the best of technology and human ingenuity, we work the way you think.

Visit us at genesys.com or call us at +1.888.436.3797

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