Rapid Deployment Packages Overview

Bring speed and simplicity to your next Genesys deployments

Companies expect solutions to bring them to market more quickly to generate business value sooner. But often, it’s important to deploy in phases, too. Genesys meets these expectations with a services suite of pre-defined Rapid Deployment Packages based on a structured, faster deployment methodology. Genesys Professional Services combines deep industry-specific experience and unparalleled technical expertise to bring speed and simplicity to your Genesys deployment.

Deploy Your Customer Experience Platform With Confidence

Maintaining momentum and having a smooth onboarding process are critical factors to achieving the value you expect in a matter of weeks. With Rapid Deployment Packages, you gain a deployment with predictable timelines, costs and outcomes, and solution-specific training that gets your Genesys Customer Experience Platform up and running sooner.

This modular deployment package approach gets you started quickly with the functionality and skills you need now, and scales as your contact center grows, whether in the cloud or on-premises. All Rapid Deployment Packages incorporate proven and tested configurations, methodologies and implementation best practices to help your deployments go smoothly as well as quickly. Each package’s defined scope addresses design and architecture, project planning, installation, configuration, testing and knowledge transfer. Genesys experts will advise on the estimated timeline, scope, and training curriculum when a combination of Rapid Deployment Packages is planned.

Putting Your Requirements First

Your specific needs dictate when to use Rapid Deployment Packages on a stand-alone basis or in various combinations. For example, a single site, single datacenter environment might start with Inbound Voice and Digital Engagement (Email and Chat) which are considered “foundation” packages. Later, other packages might be added such as Outbound, Social Engagement, Genesys Voice Platform, Workforce Management and/or Lync Voice. A large contact center may wish to deploy a new application by selecting a sub-group for initial deployment and building early successes before deploying company-wide.

Through vast deployment experience, Genesys has identified Rapid Deployment Package add-on services that are frequently needed such as high availability and lab environment services.

Well-trained staff is key to long-term success, so each Rapid Deployment Package can include a Genesys University training component to make sure your staff is ready. The flexible and scalable training options are designed with on-demand availability to minimize travel and time away from the office, saving you time and money.
Rapid Deployment Package Overviews

**Start with a Good Foundation – Inbound Voice Package**

**Benefits**
- Routes and manages inbound interactions within the organization intelligently to provide quick resolution/response
- Increases agent productivity through best-in-class and proven inbound voice routing strategies

If you are starting with a single site and a single data center, this package gives you just the right foundation with the installation and configuration of Customer Interaction Management Platform (CIM), SIP Server, Media Server and Genesys Inbound Voice. It includes best practice routing logic with pre-built reporting templates for managing voice routing within a contact center.

**Add-on Options:**
- T-Server Add-on (RDP only) for Avaya, Cisco and Alcatel-Lucent (Genesys Business Edition only)
- Voice Mail
- Workspace Plug-in for Auto Launch URL (screen pop)

**Reach Your Customers More Ways – Genesys Digital Engagement (Email and Web Chat) Package**

**Benefits**
- Routes and manages email and chat interactions intelligently
- Prioritizes email properly through business rules and standardized, automated email responses improving the overall quality of email responses
- Delivers timely, valuable metrics with out-of-the-box real-time and historical reports templates

Genesys Digital Engagement (Email and Web Chat) and the Genesys routing engine are combined to provide two additional channels for customer interactions. The package supports up to five email addresses for routing, auto-acknowledgement email capability, and five agent skill set groups. Installation and configuration of required components is included.

**Add-on Options:**
- Content Analyzer
- Genesys CoBrowse so agent can direct client’s web, giving both the same web view
- Knowledge Management
- Proxy support for high-traffic Interaction Servers and Contact Servers
### Reach Out To Your Customers Proactively – Genesys Outbound Package

**Benefits**
- Provides outbound campaign based on customer list(s)
- Adjusts dialer pacing based on selected and managed optimization parameters
- Can update records automatically based on call result
- Speeds new campaign development with templates to create and deploy easily
- Keeps management informed by delivering timely valuable metrics based on out-of-the-box real-time and historical reports templates

Now you can proactively market to your customers and delight them with great customer experience. The package includes installation of Outbound Contact Solution (OCS), creation of two calling lists, and two Progressive or Predictive modes of outbound calling campaigns for a single site environment.

**Add-on Options:**
- Active Switch Matrix (ASM) mode
- Additional campaign modes
- Answering machine detection
- Automatic List Loader
- Configuration to support regulatory requirements (outside of Answering machine detection)
- Fault-tolerance (warm standby)
- Inbound and outbound call blending
- Log formatter
- Post-live support
- Reporting methods other than Pulse and Genesys Interactive Insights
- Second-round tuning support
- Statistics customization
- Third-party system integration such as CRM systems and reporting databases

### Maximize Your Current Workforce Capacity – Workforce Management Package

**Benefits**
- Schedule, manage and forecast resources with ease
- Gain insights to current workforce capacity so that you can optimize available resources using complete forecasting, scheduling and adherence capabilities
- Configure your platform quickly by starting with standardized configurations

For a single site and single datacenter, this RDP includes planning, design and implementation services for up to 100 seats. It includes the installation of the Workforce Management solution and complete system configuration to optimize your resources. Configuration templates address security settings, exceptions, schedule states (Adherence Rules), basic time entry, and metrics.

**Add-on Options:**
- Ad hoc configuration support
- Additional agent seat increments
- Agent bidding for schedules
- Customized agent configuration
- Customized exception planning and management
- Customized metrics to address business needs
- Customized public holidays
- Customized schedule state groups
- Email notification
- Forecasting
- Overtime management
- Post go-live support
- Preferences
- Profiles development
### Auto-updating your digital customer service / page 4

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<thead>
<tr>
<th>Offer Self-service Your Customers Will Prefer – Genesys Voice Platform Package</th>
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<tbody>
<tr>
<td><strong>Benefits</strong></td>
</tr>
<tr>
<td>• Provides fully configured touchtone-based IVR platform – ready for applications</td>
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<tr>
<td>• Directly supports RTP/VoIP networking connections using SIP</td>
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<tr>
<th>The Genesys Voice Platform Package builds the IVR application-ready infrastructure that is integrated to the rest of the Genesys Platform. It includes the installation of Resource Manager, Call Control Platform, Media Control Platform, and Reporting Server. This package provides 20 standardized out-of-the-box Voice Application Report (VAR) report templates which are most frequently needed.</th>
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<td><strong>Add-on Options:</strong></td>
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<tr>
<td>• Additional Voice Portal Resource Manager and Media Control Platform (MCP)</td>
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<tr>
<td>• CLM component installation to support stand-alone GVP deployment</td>
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<tr>
<td>• Genesys Readiness Testing</td>
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<tr>
<td>• Infrastructure to support Automatic Speech Recognition (ASR)/Text-to-speech (TTS) applications</td>
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<tr>
<td>• SNMP Master Agent</td>
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<td>• Supplementary Services Gateway (SSG)</td>
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<th>Add New Media Channels for Your Customers – Social Engagement Package</th>
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<td><strong>Benefits</strong></td>
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<tr>
<td>• Routes social media content into the contact center so your agents can delight customers</td>
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<th>Integrate your social media channels such as Facebook and Twitter with your existing customer service with this package. It uses the uniform approach of Digital Engagement OpenMedia interactions, which enables full control of routing, agent handling and reporting of Digital Engagement. The package includes the installation and configuration of the following: Social Messaging Server components, routing samples, agent-facing desktop plug-in and Classification Server and Knowledge Manager*. Knowledge Manager controls the content analysis of the social media interactions for Content Analyzer.</th>
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<tr>
<td><strong>Add-on Options:</strong></td>
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<tr>
<td>• Custom reporting metrics</td>
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<td>• Post-live support</td>
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<th>Get Your Customer Calls to the Right People Fast – Lync Package (Voice Only)</th>
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<td><strong>Benefits</strong></td>
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<tr>
<td>• Improves first call resolution by locating the right resource, at the right time with real-time status information (available, busy, or out-of-office) so that callers get quick service</td>
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<tr>
<td>• Consolidates enterprise communications and their contact center without the need for PBX hardware, saving CapEx</td>
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<td>• Maximizes use of available agents, regardless of their locations</td>
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<th>This package integrates Microsoft Lync softphone (voice only) into the Genesys Customer Experience Platform. Genesys skills-based routing manages interactions originating from any Lync enterprise device to remote and premise-based agents.</th>
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<tr>
<td><strong>Add-on Options:</strong></td>
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<tr>
<td>• Lync IM Integration/Presence – Installation, Configuration, Deployment and Test</td>
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### Keep Quality High and Meet Regulatory Requirements – Genesys Interaction Recording Package

**Benefits**
- Integrates recording into the contact center infrastructure
- Reduces TCO by leveraging an existing Genesys platform
- Eliminates the need for legacy recording vendor servers and maintenance investments
- Records the entire customer experience from IVR through agent transfers, which provides start-to-finish visibility of customer handling

When added to the Genesys Customer Experience Platform and Voice Platform Solution, this package lets you record and review calls (transfers, consultations, conferences), agent-based events from the PBX/switch, and call-based events from the network for multiple sites.

**Add-on Options:**
- Selective Recording (Routing) - added to Genesys Business Edition Routing strategies or existing customer strategies (up to five routing strategies)

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**About Genesys**

Genesys, the world’s #1 Customer Experience Platform, empowers companies to create exceptional omnichannel experiences, journeys and relationships. For over 25 years, we have put the customer at the center of all we do, and we passionately believe that great customer engagement drives great business outcomes. Genesys is trusted by over 4,700 customers in 120 countries, to orchestrate over 24 billion contact center interactions per year in the cloud and on premises.

Visit us at [www.genesys.com](http://www.genesys.com) or call us at +1.888.436.3797