

PureConnect Cloud

Dependable cloud solution for contact centers and business users

Get the trusted solution that's powering contact centers worldwide.

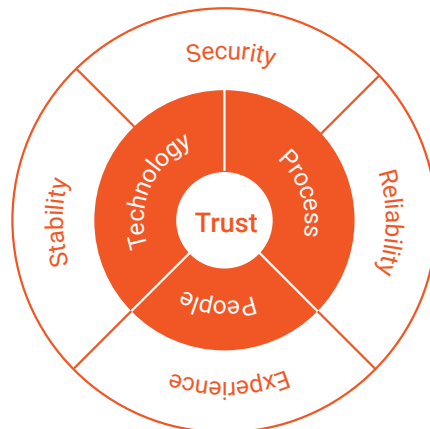
PureConnect Cloud

Companies demand four primary elements of trust in a cloud solution: security, reliability, experience and stability. Genesys PureConnect Cloud gives contact centers and business users a cloud solution that they can depend on all the time—secure and reliable service backed by experience and stability.

Security

PureConnect is the solution of choice for large, mission-critical operations that demand ultimate security.

Customers are isolated from one another using virtualization and segmented infrastructure within a larger cloud network. Connections are secured using a dedicated firewall context and dedicated virtual LAN (VLAN). And 256-bit AES encryption further protects transmission of recordings.



For added security, PureConnect Cloud also can keep all voice traffic and sensitive data within your network. Combine this with industry certification at the corporate level (SOX, ISO 9001, ISO 27001, JITC); cloud services level (SSAE-16 SOC2, PCI DSS 2.0 Level 1); and data center levels and you have an offering that today's largest companies trust.

Reliability

We offer guaranteed service levels with five nines (99.999%) of application uptime. PureConnect offers your contact centers the uptime you expect to keep business moving.

- Eighth-generation technology proven by thousands of global customer deployments
- Geo-redundancy across global data centers
- Proactive monitoring and support from a 24/7 Network Operations Center (NOC)

Experience

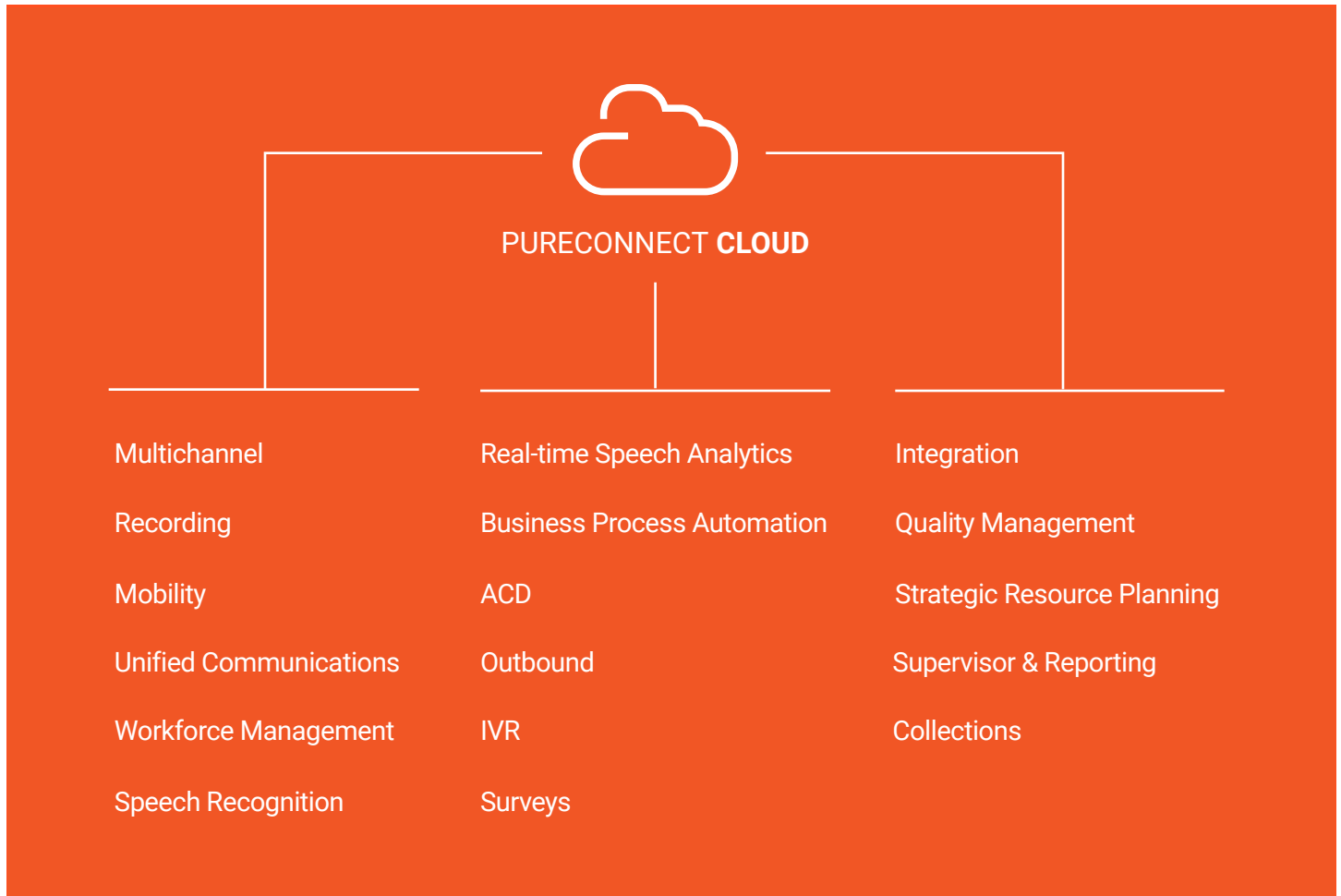
Developing and delivering contact center technology is at our core. Genesys has more than 20 year's knowledge and experience working with thousands of customer deployments. Companies of all sizes around the world rely on Genesys to power their contact centers and businesses.

Stability

Our sustained financial stability and growth is well documented. Recognized as a worldwide leader by Gartner®, we have a record of innovating and executing in the contact center.

Breadth of functionality

PureConnect Cloud provides the broadest functionality developed and delivered by a single provider, giving you a higher return on investment. Our tightly integrated suite of applications enables contact centers to gain access quickly, easily and cost-effectively.



Innovation

Rapidly deploy powerful and sophisticated applications—now and in the future. Our history of innovation will help you turn customer care into a competitive weapon.

Integration

Many of our customers are highly invested in applications from Salesforce.com, Oracle, Microsoft and IBM. That's why we develop, enhance and maintain a deep level of packaged integrations with CRM and unified communications (UC) applications, as well as a host of other front and back office applications (CRM, ERP, PBX, database, IP gateways.)

Empowerment

Our applications are developed specifically to interoperate. This means that agents and business users can administer, supervise and use PureConnect Cloud—all from a single interface. Elegant simplification empowers the contact center to be more agile and have greater control over the customer experience with minimal IT involvement.

Maximum flexibility

PureConnect Cloud meets specific business requirements.

Choice

Every company and deployment is different. PureConnect Cloud gives you a distinct level of deployment flexibility. Over the Internet or via multiprotocol label switching (MPLS), we identify where your sensitive data resides and plan the implementation of updates and new functionality.

You choose:

- Who owns the carrier relationship;
- Whether to deploy via the Internet or MPLS;
- Where voice, recordings and customer data reside;
- If existing PBX stays or is replaced;
- To stay in the cloud or migrate on premises over time;
- When to deploy updates and new functionality

Scalability

PureConnect Cloud supports thousands of users in high-volume environments and powers smaller, low-volume centers. Start at any level, and scale high or low to sustain seasonal peaks and valleys to bolster corporate growth. You only pay for what you use.

Globalization

PureConnect Cloud data centers are located all over the world, linking companies in any region to technical operations and support. Bottom line: You can count on our experience, presence and investment—wherever you are.

Customization

Get peak customization and integration in the cloud through comprehensive APIs and an experienced services team. Combined with tiered pricing and terms, you get a solution that's tailored to your specific business needs.

PureConnect Cloud Editions

<h2>Standard Edition</h2> <p>25–500 Agents</p> <p>Base functionality with ability to add multichannel and workforce optimization capabilities.</p>	<h2>Preferred Edition</h2> <p>25–5,000 Agents</p> <p>Extended options for advanced functionality.</p>	<h2>Premium Edition</h2> <p>25–5,000+ Agents</p> <p>Full list of options for advanced functionality.</p>
<p>Base functionality</p> <ul style="list-style-type: none">• Automatic contact distribution (ACD)• Interactive voice response (IVR)• Unified communications (UC) <p>Available options</p> <ul style="list-style-type: none">• Multichannel (voice, email, chat)• Speech recognition• Recording and quality management• Workforce management• Real-time speech analytics• Post-call and IVR surveys• Select CRM and UC integrations• Supervisor and reporting• iPad edition for mobility• Conference bridge	<p>All Standard Edition capabilities, plus:</p> <p>Additional options available</p> <ul style="list-style-type: none">• Outbound dialing• Web portal for outsourcers, agents, management• Screen recording• Strategic resource planning• Additional media channels• Broad set of packaged integrations• Public API for custom integrations• Business process	<p>All Preferred Edition capabilities, plus:</p> <p>Additional options available</p> <ul style="list-style-type: none">• Natural language speech recognition• VoiceXML• Advanced text to speech• Visual programming interface• Enhanced customization• Development sandbox

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.

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