

PureConnect

Solutions for unified communications

Get Rich IP PBX Communications in One Powerful Platform

The next wave of intelligent business communications

How a communications solution is built on the back-end tells a lot about how it will perform on the front-end. Pieced-together unified communications (UC) systems are full of complexity and steal energy from your enterprise. A more intelligent approach is a single, **all-in-one platform** that creates more power.

The features in a UC solution might link media channels and users more tightly, but most UC frameworks lack any actual unification. They're mostly stitched-together products from different vendors with a UC banner wrapped around them.

Genesys created our IP telephony software on a single integrated platform—making it an all-in-one solution for all types of communications and business functions. **PureConnect for Unified Communications** is powerful enough to unify your entire enterprise. More importantly, with a complete N+1 architecture for all media operations, PureConnect for Unified Communications is much more scalable than those pieced-together UC systems.

With one platform, enterprises smartly connect departments, workgroups, contact centers, branch offices, and remote and mobile workers. The platform extends call control and messaging to the desktops of multiple users—from 100 to 15,000—and ACD capabilities for up to 5,000 contact center users. It also scales up or down, as needed.

In addition, companies can use advanced capabilities, such as outbound predictive dialing and business process automation with applications and licensing—without having to tack on more systems.

One platform to grow your business

Single all-in-one platform approach

PureConnect enables you to better control communications while reducing costs. The solution centralizes multichannel processing, system configuration, administration and reporting. And because you don't have to source multiple vendors, require fewer servers and will have a smaller data center footprint, you will see a dramatic reduction in equipment and operational costs.

Easy deployment and administration

Auto-configure PureConnect gateways for IP networks and VoIP, then auto-provision and manage cost-saving IP phones—or use Interaction SIP Station™ call control devices to save even more money. The PureConnect Interactive Update™ application even handles service updates automatically.

Scalable all-software architecture

PureConnect incremental application licensing makes scalability straightforward and cost-effective, as does its multisite location independence and disaster recovery. With this capability, you can deploy and manage applications—as needed, when needed—even to multiple sites and users wherever they're located. The reliable, integrated PureConnect application suite eliminates unstable voice processing cards and all the points of potential failure that come with multi-system configurations.

Complete voice and interaction functionality

With PureConnect, you get dial tone, plus **multichannel queuing and routing**, IVR, speech-enabled auto-attendant, unified messaging, conferencing, presence management and more. At the desktop level, PureConnect is a straightforward and intuitive client application that instinctively makes users and interaction processes much more efficient.

One Platform for Your Entire Business

Scalability

- 100 to 15,000 business users
- Up to 5,000 ACD users
- Support growth by adding servers
- Small or large—license only for what you need

Enterprise-wide Capabilities

- IP PBX call processing
- Full-featured operator console
- Complete desktop phone features
- Enhanced desktop client features
- SIP softphone
- Real-time presence management
- On-demand call recording and monitoring
- Conferencing for up to 250 parties
- Corporate and workgroup directories
- Embedded call controls for desktop applications
- Instant messaging
- Voice mail and unified messaging
- Multilingual support
- Reporting

Contact Center Features

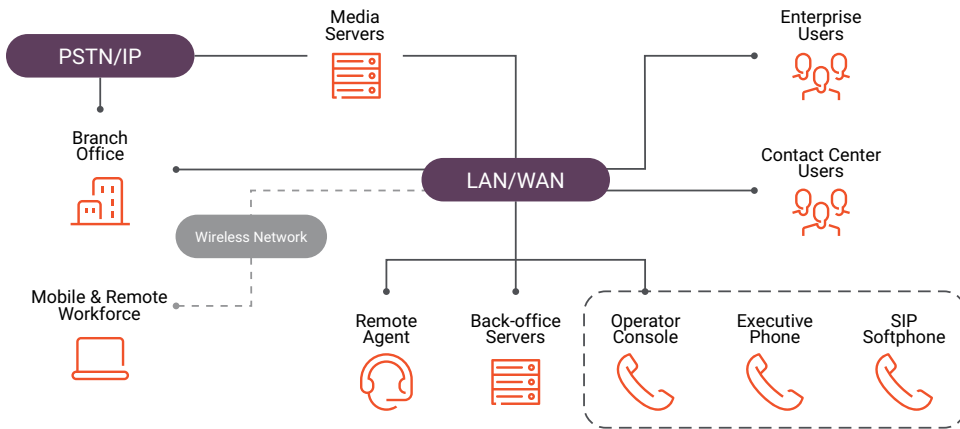
- ACD
- IVR
- Web services
- Internet chat server
- Quality monitoring
- Easy integration to CRM and business applications
- Integrations for social media monitoring
- Knowledge management and auto response
- Real-time speech analytics
- Workgroup options

Cost-effective multichannel customer service

Calls, faxes, email, web chat, SMS, online forms and social media—PureConnect handles all types of communications quickly and consistently. The streamlined real-time monitoring and end-to-end reporting capabilities of PureConnect make it easy to ensure service quality across channels. Advanced applications for multichannel recording and scoring, as well as automated post-call satisfaction surveys, improve service performance on a continuous basis.

Mobile support for location-independent use

Put PureConnect mobility-based applications in the hands of your sales force and field technicians to give them the same functionality as their in-office counterparts: company-wide presence, one-number Find-me/Follow-me, conferencing, ad-hoc call recording, unified messaging as well as speech-enabled access to email, calendars and contacts. Mobile users can leverage softphones, smart phones, email clients and web browsers to access the PureConnect system from anywhere.



Open Interoperability

No more vendor lock-in to proprietary hardware. Leverage PureConnect standards-based platform to openly integrate with third-party PBX systems, IP PBX systems, IVR systems and call recorders—or simply use the built-in features of PureConnect for those functions. Integrate PureConnect just as easily to databases, web services, messaging platforms, back-office systems, business apps, CRM and ERP packages, and SIP devices including gateways, telephones and headsets.

Remote Workers and Mobile User Features

- Web Client
- Mobile Client, corporate extension and virtual office
- One-number Follow-me/Find-me
- Interaction Mobile Office™

System Administrator and IT Professional Features

- End-to-edge security and encryption with Secure Real-time Transport Protocol (SRTP) and Transport Layer Security (TLS)
- Completely redundant architecture – Support for virtual servers
- Ease of deployment—Private cloud deployment option
- Interaction Update™ auto updater
- Auto provisioning for Polycom® phones
- Interaction Recorder®
- Interaction Administrator®
- Interaction Attendant®
- Interaction Conference™ for conferencing more than 250 parties
- Interaction SIP Station™
- API - Interaction Center Extension Library (IceLib)

Advanced Applications

- Business process automation—in the enterprise and contact center
- Screen recording
- Automated post-call satisfaction surveys
- Workforce management
- Intelligent multisite routing
- Graphical application generator
- Third-party PBX integrations

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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