Innovations for summer 2019

Transform your business with Genesys Cloud

Genesys Cloud is our platform to bring you rapid innovation – and it’s designed to deliver more value, faster. By developing our newest functionality on Genesys Cloud, we can better deploy it across our products – creating one platform to power all your customer conversations. This enables innovations in artificial intelligence (AI), digital and workforce engagement management to be quickly developed and consumed by Genesys products.

Genesys Cloud offers the highest-growth CCaaS platform in the industry, with benefits for companies of all sizes. And we’ve done it via a secure and powerful architecture that reduces costs, delivers continuous innovation and AI, and simplifies the most complex problems in delivering the best customer experiences.

When you move to Genesys Cloud, you’ll have the latest code powering all your customer conversations as well as a holistic solution for cloud, digital and AI. Genesys Cloud enables you to adopt new technologies, while reducing operational costs and increasing operational agility. Genesys use cases, agile delivery methods and centers of excellence combine to ensure a successful migration with speed and scale.

Genesys AI for frictionless management

New Genesys AI capabilities make it easier to connect and manage native and third-party AI. This makes it possible for multiple AI applications to work together harmoniously in real time, delivering frictionless customer experiences across marketing, sales and service. Gain 60-80% faster time-to-value from your AI investments.

Genesys AI user-friendly technology allows you to orchestrate any AI for self-service and assisted service, measure performance metrics across the complete customer journey, and optimize cross-team performance based on those insights.

Top portfolio innovations

- Genesys AI journey orchestration for differentiated experiences
- Third-party and native bots – build a bot once, deploy on any channel
- Expanded messaging channels and enhanced conversational interfaces
- Span marketing, sales, and service with Genesys Altocloud enhancements
- New real-time analytics and visualizations
- New security and compliance capabilities

"We’re with you all the way – we’ll protect your investment with financial credits, frictionless implementation and expert guidance.”

Get the details at: genesys.com/new-innovations
Orchestration

**Intelligent Automation**
Powered by Genesys AI, orchestrate multiple bot and NLU engines, including the native Genesys solution, Dialog Engine.

**Genesys Altocloud**
Increase conversions by over 4%, improve NPS by 16% and reduce cost per lead by up to 60%. Predictive engagement capabilities, powered by Genesys AI, let you monitor individual customer journeys on your website and apply machine learning, dynamic personas and outcome probabilities to identify the right moments for proactive engagement via chat.

Omnichannel experience

**Improved omnichannel desktop with Interaction Connect**
Genesys Widget Configuration lets you easily set up web widgets using the power of Genesys Widget framework, all within the Interaction Connect desktop.

**Enhanced self-service with Genesys Intelligent Automation**
Now you can streamline operations and coordinate your media across channels and devices, using Genesys Intelligent Automation.

**Bring your own bot**
Create a better customer experience with Intelligent Automation orchestration: currently supporting Google DialogFlow, Amazon Lex, IBM Watson, with schemas to support many more.

Workforce experience

**AI-driven forecasting**
With a new workforce management user interface, speed outcomes by 60% with single click-through automation of a typical forecasting process. New capabilities include time-series analysis to find periodicity in historical data, offering 97% accuracy with best-of-best forecasting method chosen from a library of over 26 algorithms.

**CX Insights**
Analytics and data visualizations toolset makes it easier for supervisors to monitor what's happening in real time:

- 11 new real-time agent and workgroup dashboards provide a view of workgroup and agent activity to help supervisors monitor performance and stay on top of things.
- New historical IVR dashboards help supervisors and managers understand and optimize what's happening when customers have their first touch with your organization.

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 11,000 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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