

Powerful all-in-one contact center in the cloud

Genesys Cloud

Many customers find premises-based contact centers to be expensive and inflexible—unable to adapt to contemporary needs or budgets. Whether you need to replace outdated equipment or legacy cloud applications, or if you want to transform your customer experience strategy, Genesys Cloud™ delivers fast results and prepares you for new opportunities.

Genesys Cloud lets you focus on serving customers, not managing telephone hardware. It's designed for simplicity and easy management. The first customer experience (CX) platform to be built on the newest cloud 2.0 microservices architecture, Genesys Cloud bridges communications silos, allowing collaboration via chat, video and calls throughout your company.

At Verizon, we operate one of the world's largest IP networks, so we're well situated to help you connect to customers around the globe. Our IP Contact Center (IPCC) inbound solution is already connected to the Genesys Cloud, removing a major implementation concern. We can help you make your business more efficient and improve experiences for your customers.

And because it's built on Amazon Web Services® (AWS®), you can get up and running in days instead of months, using built-in best practices and multiple deployment options. New features can be added instantly, without impact to your business.

Easy deployment

Easy signup and activation, Verizon-provisioned IPCC connectivity and a zero-client-footprint web interface help you deploy Genesys Cloud quickly. You can simply click on one of many deployment approaches, including skills-based routing or advanced bullseye routing. Easy-to-use policy managers enable document management, recording retention, call handling and many other critical aspects of customer engagement.

When you add new services or users, Genesys Cloud seamlessly scales, adding microservices to handle the load without affecting other services and without interrupting operations. Creating new features is just as simple as a browser refresh. And with local survivability capabilities based on the AWS platform, you're guaranteed service—even in the event of a global disaster. Because the solution is distributed and decentralized, you experience the direct business benefits of faster innovation.

Simple management

Genesys Cloud is massively powerful on the back end and incredibly simple on the front end, giving you a holistic view of how customers communicate. The simple user interface of Genesys Cloud keeps you in full control of contact flows, queues, skills and more.

Genesys Cloud is easy to learn, with a straightforward, integrated and intuitive user interface that's built for collaboration. Everything your agent needs is built in to automate tasks, get insights into customer journeys and gain operational efficiencies. The idea of training a user on a platform is old hat; no one wants to come back to a vendor to figure out how to make changes or use new features. With this purpose-driven tool, it takes only a few minutes to create a new interactive voice response, for example, and publish it.

As a single desktop application, Genesys Cloud works with your customer relationship management (CRM) applications and controls all interactions and work items, enabling you to provide consistent, contextual customer service while using enterprise-grade security, stability and functionality. Agents, supervisors, managers and administrators all use a common interface, which eliminates wasted time.

Genesys Cloud is massively powerful on the back end and incredibly simple on the front end, giving you a holistic view of how customers communicate.

Open platform

Genesys Cloud includes more than 40 secure and easy-to-install integrations, with three main ways to integrate data:

- Bidirectional bridge between systems for both cloud-to-cloud and cloud-to-on-premises data
- Fully secured and versioned public REST API that enables you to embed and access PureCloud data for use in other systems for a unified view—without having to create a lot of new code
- Telephony Edge interfaces SIP and RTP devices to integrate existing PBX and other telephony systems with Genesys Cloud

Genesys Cloud unifies all communication channels, interactions and work items through omnichannel routing, enabling you to design, monitor and tune the entire customer journey while delivering a consistent customer experience. Agents handle not only concurrent interactions, but also seamlessly switch among multiple channel types.

Verizon's global IPCC network provides inbound connectivity to the Genesys cloud, and Verizon is available to assist you with everything from custom integrations to install and onboarding capabilities.

Transparent pricing and support

Verizon offers full pricing transparency and options, which you can easily view on our website. We charge per agent for Genesys Cloud, and that includes supervisor, outbound, agent scripting, workforce optimization, speech, collaboration and business-user phone features. Options are also flexible, allowing you to select annual and month-to-month subscriptions based on your need.

In-app user guidance and a robust resource center for admins and users, as well as an online training center and community, all help you manage your employees instead of having to manage the system.

The power of Genesys and Verizon

With Verizon's IPCC network, already connected and provisioned into the Genesys Cloud, scalability and flexibility are provided from the start. Our IPCC inbound solution provides intelligent call routing, service management and traffic monitoring along with reporting tools that give you control over your contact center operations. We have implemented many Genesys-based solutions, helping to create consistent customer experiences whether callers dial toll-free or local numbers, domestically or internationally.

Genesys powers more than 25 billion of the world's best customer experiences each year. More than 10,000 companies in more than 100 countries trust its CX platform. Genesys's on-premises and cloud solutions are built to combine the best of technology and human ingenuity.

Verizon has been providing contact center solutions for over 30 years. Because we operate one of the world's largest IP networks, we're well situated to help you connect to customers around the globe.

Learn more:

To learn more about how Genesys Cloud and Verizon can help transform your business, contact your Verizon Business Account Manager.