

Genesys Cloud Capabilities



Redefining Customer Experiences with Multichannel
Brilliance, AI Magic, and Analytics Power



Contact Center Software

Create customer and agent experiences that effortlessly blend automated and human resources.

Know your customers and engage when it matters.



Analytics And Reporting

Empower teams with user-friendly tools and data insights for seamless cross-channel experiences.



Artificial Intelligence and Automation

Elevate customer experiences with omnichannel support, bots, and data-driven insights.



Inbound and Outbound

Connect effortlessly, exceed expectations with proactive, personalized support across channels.

Ensure every customer gets the right support every time with skills-based and intelligent routing.

Automatic Call Distributor



Support your teams with an all-in-one suite of digital capabilities – or with your own solution.

Digital Customer Engagement



Drive better customer experiences while making your business more profitable with Genesys call center IVR.

Interactive Voice Response





Unified communications and collaboration

Enable easy collaboration and communications – all from a single platform or third-party solution.



Workforce engagement management

Give your employees the tools, support and growth opportunities they need to truly love what they do.

Voice Services





Artificial intelligence and automation

Make agents' jobs easier, boost revenue and grow customer loyalty with artificial intelligence (AI).

Gain the benefits of bots and automation tools that help customers self-serve.



Agent Assist

Boost efficiency and quality of customer interactions with real-time AI assistance for service agents.



Knowledge Management Tools

Elevate customer experiences with omnichannel support, bots, and data-driven insights.



Chatbots

Connect effortlessly, exceed expectations with proactive, personalized support across channels.

Use AI to proactively engage online customers in the moment of truth with the next-best offer or resource.

Predictive Engagements



Capture and convert more sales-ready opportunities with AI-powered assistants.

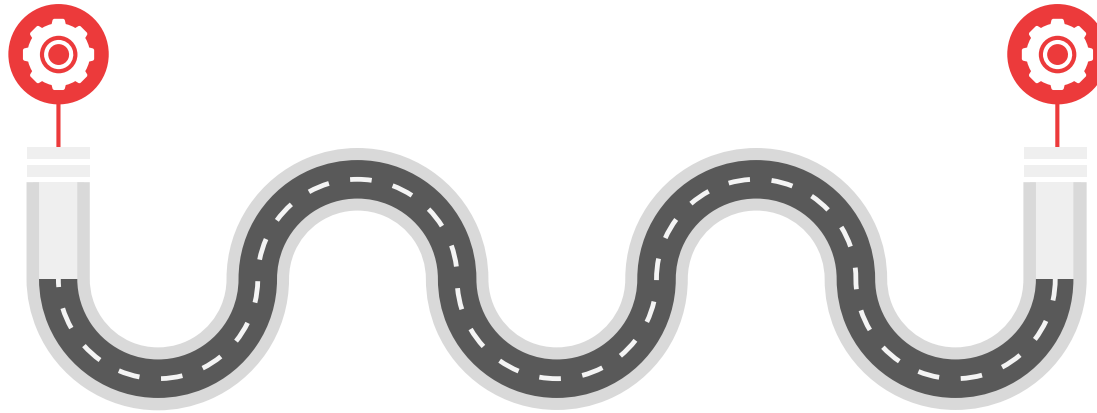
Virtual Assistants



Use AI to match customers to the employees most likely to deliver the best service and KPIs in real time.

Predictive Routing



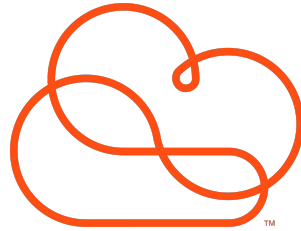


Voicebots

Build voicebots with natural language understanding and automate voice conversations.

Work Automation

Use accurate, consistent data to make more informed decisions across your back office.



Cloud Architecture and Open Platform

Consolidate systems, reduce tech debt and lower TCO, all while delivering connected experiences that set you apart and build brand trust wherever you and your customers are located.

Add value in a few clicks with pre-built functionality and connectors to other systems from an expansive marketplace.

Apps And Integration

Bring your CRM and CCaaS solutions together with a pre-built Genesys Cloud integration for Salesforce.

Salesforce Integration

Cloud Architecture

Minimize your tech footprint with a comprehensive set of pre-integrated microservices reliably built into a single codebase.

Global Availability

Strengthen and expand your global footprint with unsurpassed coverage wherever you are or want to be.



Customer Journey Management

Deliver frictionless experiences at scale for every customer. Harness the power of journey analytics, data management and orchestration to better manage, measure and optimize customer journeys.



Customer Journey Analytics

Measure, monitor and optimize customer experience and your targeted business KPIs.



Customer Journey Data Management

Transform customer data silos into journey data pipelines that fuel analytics, modeling and orchestration.



Customer Journey Orchestration

Optimize engagement based on each customer's preferences, current goals and prior experiences.



Digital Customer Engagement

Enable your agents to engage customers – and each other
– anytime, anywhere, on any digital channel.



Chatbots

Provide better answers faster with native or third-party, AI-powered chatbots that understand context.



Co-Browse and Screen Share

See why your customers are reaching out in real time. Show them how to resolve their issues.



Email

Enhance email support with built-in management tools on your contact center desktop.

Provide the right information every time with AI-powered knowledge management tools.

Knowledge Management Tools



Chat with your prospects and customers in real time to solve issues quickly – no phone call needed.

Live Chat



Use AI to proactively engage online customers in the moment of truth with the next-best offer or resource.

Predictive Engagements





SMS Messaging

Use familiar mobile channels to touch base with your customers without disrupting their day.



Social Media

Meet customers on the popular platforms they already use to build positive customer experiences.



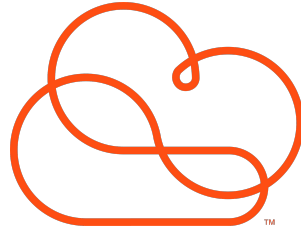
Virtual Assistants

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Work Automation

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Workforce Engagement Management

Creating great employee experiences has never been more important. Drive employee retention and satisfaction with a unified workforce optimization tool.

Employee Performance Management

Maximize performance with gamification. Instant insights for supervisors, real-time results for employees, driving success.

Quality Assurance and Monitoring

Record every interaction across channels without losing data for Voice of the Customer (VoC) insights.

Speech And Text Analytics

Use text and speech analytics to identify key events, ensure compliance, spot training opportunities and more.

Workforce Forecasting and Scheduling

Create accurate, flexible schedules in minutes. Have the right support in place – even when demand spikes.

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