

OMNIDEPLOY - MEDIUM

PERFECT PACKAGE FOR UPTO 250 AGENTS SEAT CONTACT CENTER

Who We Are

We are a **Genesys Gold Partner** engaged in Customer Experience Transformation. We have served clients of all sizes. We deliver results that exceed our clients' expectations, and we are committed to providing the highest level of customer service.

Our mission is to simplify contact center migration to Genesys cloud, allowing you to fully unlock the potential of these cutting-edge innovations and kickstart your transformation..

Technical Deliverables

- Everything in Small package
- One (1) Inbound Voice Flow
- One (1) Inbound Email Flow
- One (1) Inbound Chat Flow & Messenger setup
- One (1) Inbound SMS Flow
- One (1) Voice & Digital Outbound camoaigh flow
- Outbound Campaign setup
- Cobrowse setup
- Up to two hundred fifty (250) Agents.
- Call recording and Screen recording setup
- Outbound Campaign and Cobrowse setup.



2 Hour Generative AI Workshop

What's Included

ASSES

- Readiness Assessment
- Rapid Discovery
- Self-service strategy
- Digital channels

DESIGN & BUILD

- Core platform & Agent setup
- Voice & Digital Call flow developement.
- WEM Setup & Configuration
- Analytics & Reporting build

TEST & TRAIN

- User Acceptance Testing
- Train-the-trainer
- System testing
- Knowledge Transfer

MIGRATE & OPTIMIZE

- Accelerate transform at scale
- Help migrate other workloads
- Optional OmniManage
- Periodic optimization exercise



Outcome Predictable



Speed Reduced time to market



Savings 35% lower cost