

OMNIDEPLOY

TURBO LAUNCH FOR GENESYS CLOUD 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

- Contact Center Detailed Discovery
- Environment Setup
- One (1) Genesys Cloud Instance setup in your region of choice
- One (1) Language
- Three (3) touch-tone or speech enabled architect flows (based on customer's documented flow) including 3 basic queues.
- Up to Fifty (50) Agents.
- Call recording setup
- Real-time contact center metrics (native genesys) configuration.
- Real-time metrics for agent metrics configuration.
- Historical metrics for contact center and agent performance.



What's Included

ASSES

- Readiness Assessment
- Rapid Application Discovery
- Digital, Self-service strategy

DESIGN & BUILD

- Core platform & Agent setup
- Call flow development
- 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
- OmniManage, 24 x 7 support
- Ongoing platform optimization



Outcome
Predictable



Speed
Reduced time to market



Savings
35% lower cost

Contact Us

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