

OMNIDEPLOY - SMALL

PERFECT PACKAGE FOR UPTO 50 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

- One (1) Genesys Cloud Instance setup in your region of choice
- BYOC or Genesys Cloud Voice Setup
- Twenty (20) prompt setup
- Voicemail, One (1) Language and One (1) out-of-box CRM setup
- 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 Discovery
- Self-service strategy
- Digital channels

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
- Optional OmniManage
- Periodic optimization exercise



Outcome
Predictable




Speed
Reduced time to
market



Savings
35% lower cost

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