



OMNIDEPLOY - MEDIUM

PERFECT PACKAGE FOR UP TO 250 AGENT CONTACT CENTER



Gold Partner

Who We Are

As a **Genesys Gold Partner** specializing in Customer Experience Transformation, we serve clients of all sizes, consistently delivering results that surpass expectations. Our commitment is to provide the highest level of customer service.

Our mission is to streamline the migration of contact centers to the Genesys cloud, enabling you to fully leverage these cutting-edge innovations and initiate your transformation journey.

Technical Deliverables

- Everything Included in the 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 Campaign Flow
- Outbound Campaign Setup
- Co-browse Setup
- Up to two hundred fifty (250) Agents
- Call recording and Screen Recording Setup
- Outbound Campaign and Co-browse Setup



2-Hour Generative AI Workshop

What's Included?

ASSESS

- Readiness Assessment
- Rapid Discovery
- Self-service Strategy
- Digital Channels

DESIGN & BUILD

- Core Platform & Agent Setup
- Voice & Digital 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

Contact Us

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