

# OMNIDEPLOY

# TURBO LAUNCH FOR GENESYS CLOUD CONTACT CENTER

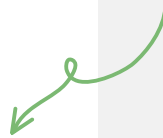
## Who We Are

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

- 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 the 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?

### ASSESS

- 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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