OMNIDEPLOY - SMALL

PERFECT PACKAGE FOR UP TO 50 AGENT CONTACT CENTER

GTS

GENESYS™
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

- One (1) Genesys Cloud Instance setup in your region of choice
- BYOC or Genesys Cloud Voice Setup
- Setup of Twenty (20) Prompts
- Voicemail, One (1) Language and One (1) Out-of-Box CRM Setup
- Three (3) Touch-tone or Speech Enabled Architect Flows (based on the customer's documented flow), including 3 basic queues
- Support for up to Fifty (50) Agents
- Call Recording Setup
- Configuration of Real-time Contact Center Metrics (native Genesys)
- Configuration of Real-time Metrics for Agent Performance
- Historical Metrics for Contact Center and Agent Performance

What's Included?

ASSESS
- 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

Contact Us

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