

# Genesys PureSuccess Guide

## Let a mentor get you started

**Key benefits**

- Hands-on training**  
 Educate agents with instructor-led courses to adopt the skills, processes and technology that enable you to deliver the best experiences to your customers.
- Expert-led sessions**  
 Receive expert advice on how to run, monitor, troubleshoot and optimize your solution independently.
- Supplementary services**  
 Choose additional help from the PureSuccess service catalog using tokens. Talk to your Genesys advisor for details.

### The apprenticeship plan

Genesys PureSuccess Guide is the best fit if your company aspires to deliver a premium experience to customers, but first needs to make changes to your organization. You have a vision of the ideal customer experience, but need help training your teams and adopting the technology.

Genesys PureSuccess Guide directs you toward delivering your own top-shelf experience with instructor-led training and introductory consultations.

PureSuccess		How do you need our help?
Drive	"I want Genesys at my side to lead me toward success."	Genesys drives your success with dedicated experts bringing hands-on assistance.
Guide	"I want Genesys to teach me how to do it myself."	Genesys guides you to success with instructor-led training and live consultations.
Equip	"I want Genesys to give me the tools to do it myself."	Genesys equips you for success with tools, knowledge and materials.
Service Catalog	"I want the flexibility to face a whole range of challenges."	Genesys provides you a catalog to choose services that supplement the packaged offers.

### Build a roadmap to success and prepare to go live

**Set strategy**

Establish vision and value

- Customer experience strategy pack
- Financial benefits calculator
- Financial benefits calculator review session

**Get ready: Business**

Integrate new skills

- Customer experience master's series
- Organizational readiness self-assessment
- Organizational readiness self-assessment with review
- Change management guide
- Change management coaching session
- Change management advisory

**Get ready: Technical**

Integrate new technology

- General use and troubleshooting eLearning library
- Quarterly, technical "hot topics" sessions
- Platform operation training
- Platform monitoring training
- Training and certification bundle
- Implementation readiness assessment tool
- Implementation readiness assessment review
- Online user documentation
- Testing strategy best practices guide
- Expert-led testing strategy review

## Deliver a premium experience to your customers

### Ongoing support

Operate and improve

Care support:

- 24/7 multichannel support
- Defined performance standards
- Online case management system
- Support for hardware purchased from Genesys
- Software updates and upgrades
- Troubleshooting assistance with non-Genesys solutions
- Custom self-serve reporting
- Expert technical go-live engagement
- Configuration change-fulfillment pack
- Genesys knowledge network
- Dynamic product roadmap
- Feature requests

### Maximize value

Monitor and optimize

- Platform operations best practices guide
- Interaction routing best practices guide
- Value realization advisory
- Genesys diagnostic toolkit
- Platform progression review (Y1)
- Platform foundation health review (after Y1)

## Expand your capabilities

Cultivate your resources until you've matured into your own customer experience expert.

### ABOUT GENESYS

Genesys® powers more than 25 billion of the world's best customer experiences each year. Our success comes from connecting employee and customer conversations on any channel, every day. Over 10,000 companies in more than 100 countries trust our #1 customer experience platform to drive great business outcomes. Genesys on-premise and cloud solutions are built to be fluid, instinctive and profoundly empowering. Combining the best of technology and human ingenuity, we work the way you think.

Visit us at [genesys.com](https://genesys.com) or call us at +1.888.436.3797

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