

Genesys FAQ

Overview and Frequently Asked Questions

Genesys to Acquire Interactive Intelligence

On August 31, 2016, Genesys, a market leader in omnichannel customer experience and contact center solutions, and Interactive Intelligence, a global leader of cloud and on-premise solutions for customer engagement, communications and collaboration, announced that they have entered into a definitive agreement under which Genesys will acquire Interactive Intelligence. The proposed transaction is expected to close by the end of the year. Until the transaction closes, Genesys and Interactive Intelligence will continue to operate independently.

For more information, please visit <http://www.genesys.com/acquisition-inin>

Overview and Strategy

What is the rationale for this transaction?

Genesys and Interactive Intelligence are highly complementary companies focused on improving the customer experience as leaders serving adjacent market segments with complementary offers. This transaction positions the combined company to deliver more innovative, omnichannel solutions that span the needs of customers of all sizes and every level of sophistication, including complementary Interactive Intelligence portfolio offerings such as unified communications and collaboration tools.

Where do you see the two portfolios complementing one another?

Our primary success has been in related, but adjacent market segments. As one company, with a combined product portfolio, we intend to further drive growth and success. Interactive Intelligence brings a broad product portfolio, including advanced cloud and on-premise solutions, as well as key technical R&D and support talent. It is known for great “out of the box” solutions that offer stability and simplicity for a wide range of customer sizes. Genesys is historically known for high-end solutions catering to the most sophisticated needs of call center customers. We plan to leverage the best of both companies, cross-pollinating technology and go-to-market strengths.

What happens to the product roadmap?

We intend to continue to invest in the entire product portfolio of both companies and accelerate innovation with annual R&D spend approaching \$200 million. This transaction will accelerate Genesys' ability to execute on its mission of powering the world's best customer experiences at scale, anytime, anywhere - over any channel, in the cloud and on-premise. Once the transaction has closed, the combined teams will work together to develop a unified product roadmap that draws from the best capabilities and strengths of both companies, providing enhanced offerings to customers and partners.

Will you continue to support existing Genesys and Interactive Intelligence products?

We will continue to operate as usual until the transaction closes with products and pricing being supported and offered as they always have been. Protecting and supporting our customers' technology investments is a priority, and both cloud and on-premise product portfolios will continue to be supported and offered.

Will PureCloud be the Genesys cloud offering in the market moving forward?

We are extremely enthusiastic about all the cloud offerings of the combined company. Each offering has its own strengths and specific target customer segments. We will significantly invest across the entire Interactive Intelligence product portfolio to support the continued momentum of PureCloud®, Cloud Communications-as-a-ServiceSM (CaaS) and Customer Interaction CenterTM (CIC) in addition to the rich portfolio of products supported and offered by Genesys today.

Business Continuity**What can customers expect during the coming months?**

We expect the transaction to close by the end of the year. Until that time, Genesys and Interactive Intelligence will remain separate, independent companies, and we will continue to conduct business as usual.

As we bring our companies together following the close, we look forward to sharing more specific details about the combined product portfolio and the even greater innovation and value we expect to deliver to our global customers and partners. We are committed to maintaining business continuity and open, transparent communication. We will reach out to customers at appropriate times with updates, and will take steps to ensure customers receive excellent service and support.

How will this affect Genesys partners?

Partners are a critical part of both companies' go-to-market strategy, and we plan to continue with that strategy. Prior to close, it is business as usual. After the transaction closes, it is our intent that all of our partners are properly certified on all products to sell and support them.

What happens to our existing partner and customer contracts and pricing?

No change, it is business as usual.

What happens to G-Force?

As closing is expected to occur after Genesys G-Force 2016, we expect no changes. G-Force continues to be the industry's leading customer experience event, with amazing learning and networking opportunities. We invite you to join us as we explore next-gen customer relationships that culminate in [The Journey of a Lifetime](#). We will provide customers and partners attending G-Force with updates on the status of the transaction, as appropriate.