

Subscribe to Genesys

Your premium customer experience is within reach

Benefits

- Flexible subscription—Maximize your investment with a license plan that simplifies your payments by combining software and services, allows you to boost your capacity in response to changes, and gets you started with a lower cost of entry.
- Comprehensive service—Choose a PureSuccess offer that provides the right engagement for your level of readiness; all offers include education and assistance to establish your vision, prepare your infrastructure, and optimize your performance and value.
- Deployment methodology—Get your world-class solution built faster and more reliably; we'll focus on your specific outcomes and follow a roadmap to the future.
- Advisor-led experience—Consolidate communications with Genesys through a single contact who knows your business and your customer experience history. Your Genesys advisor will plot your path to success and ensure you reach your business goals.

Simplify your customer experience transformation

The satisfaction that customers feel when they interact with your business shapes your public persona, which can take a lifetime to build—but only a moment to destroy. Maintaining control of that conversation requires deft execution of customer experience best practices using industry-leading technology.

But the thought of deploying a proper customer experience infrastructure can be overwhelming. The complexity and expense of it can feel paralyzing, which stops you from solving your customer experience problems. And that only makes it worse in the long-term.

You can contact someone five different ways with a few clicks, so shouldn't there be an easier way to set up communication channels with your customers?

Now there is.

Introducing a new experience

Get started with your own world-class customer experience solution with an expanded menu from Genesys. In addition to traditional licenses—where you buy and own your technology in a single transaction—Genesys now offers a subscription path to gain control of your customer experience.

1

Define your objectives



Prescriptive use cases

Turn your customer experience vision into reality, reduce risks and improve time to value.

2

Choose your success offer



Tailored services

Get the help you need at a level of involvement that fits your requirements.

3

Subscribe



Delivery options

Create exceptional experiences with flexibility and reduced up-front spend.

1

Define your objectives

Define the optimal customer experience. Genesys takes that vision and maps it to a proven design. The result is a strategy that jumpstarts your progress using a simple set of deployment modules that reduce risks and effort.

The Genesys deployment methodology is a phased approach that prepares you for what's coming next, so you can move to the next level when you're ready.

2

Choose your success offer

Make sure you get the right help at the right time by choosing an offer from our PureSuccess service framework that best fits the type of relationship you want to have with Genesys.

Drive: Dedicated experts bring hands-on assistance

"I want Genesys at my side to lead me toward success."

Guide: Instructor-led training and live consultations

"I want Genesys to teach me how to do this."

Equip: World-class tools, knowledge and materials

"I want Genesys to give me the tools to do this myself."

All three offers aim to achieve your business outcomes at every step of the journey. Whether you're establishing your vision and building a roadmap, preparing your organization to adopt new technology, or using operational data to optimize your experience, you get help from Day 1.

3

Subscribe

Bundle your software and offer together in a Genesys subscription to reduce the upfront costs and simplify payments.

With a subscription plan, you can make short-term capacity increases to accommodate fluctuations in demand and adjust your mix of software components when phasing in new channels or optimizations. And you'll be well-positioned to move to the cloud—if that's your goal.

Advisor-led experience

You'll work with a Genesys advisor whose job is to bring your needs, business objectives and criteria for success to the forefront of every conversation. An advisor is your single point of contact for everything throughout your journey with Genesys; your advisor is an advocate for your customer experience vision, knows your business and provides prescriptive recommendations.

It's go time

The prospect of deploying a world-class experience to your customers can be daunting, but it doesn't have to be. Turn your customer experience vision into a reality with faster time to value, expert guidance and a lower cost of entry. Getting started is easier than it ever was.

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 or call us at +1.888.436.3797

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