

ATSG GENESYS CONTACT CENTER SERVICES

BUILT FOR PEOPLE – BUILT FOR CHANGE

Built for people and built for change, Genesys Cloud™ contact center software is designed for ease of use, radical simplification, and speed. It was the industry's first UX-driven application, and its intuitive, all-in-one interface boosts employee productivity and happiness. With weekly releases, open APIs and an app marketplace, Genesys Cloud makes it easy to take change in stride, fast.

Whether it's existing customers or prospects, a memorable contact center experience is your first and best chance to leave a lasting impression, and Genesys Cloud does that. The other pain points which this solution addresses to good measure are improved business agility, building brand repute, managing fragmented processes, first contact resolution, higher productivity, better cost management, integrating disparate architectures and more.



CUSTOMER RELATIONSHIPS CAN BE HARD. THE TECHNOLOGY SHOULDN'T BE.

The Genesys Cloud™ solution makes interacting with prospects and customers simple. Built to handle any channel, Genesys Cloud turns calls, email, chats, texts and messages into one seamless conversation – empowering your teams to provide exceptional customer experiences.



CONNECT WITH CUSTOMERS

Simplify how you connect with customers across channels, using data to tailor each experience.



EMPOWER YOUR TEAMS

Give your employees a unified, easy-to-use desktop that boosts their performance.



UNDERSTAND YOUR BUSINESS

Get insights you need to run your business with real-time dashboards and up-to-the-second analytics

ALL IN ONE, FROM START TO FINISH

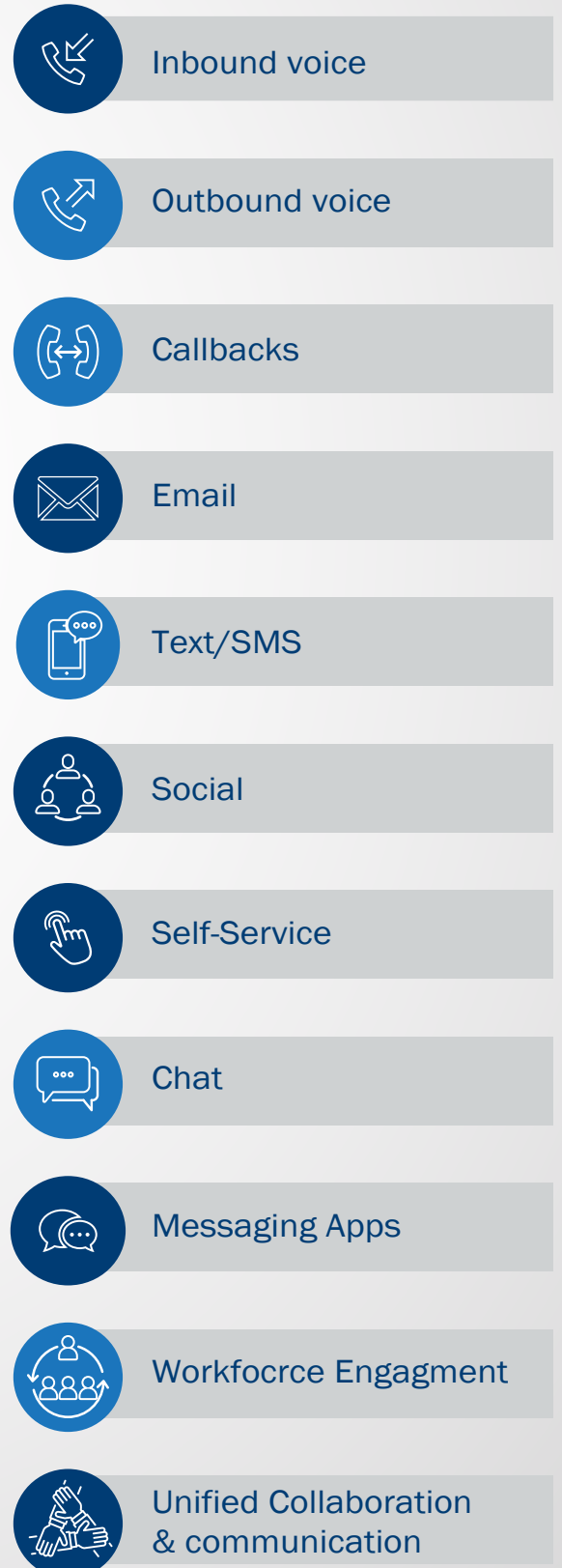
Genesys Cloud eliminates the need for multiple applications and systems. Whether your customer wants to self-serve, call, or communicate using the digital channel of their choice, it's all there for you to offer.

Agents benefit from a single intuitive interface that handles every interaction no matter the channel. Rich customer context and complete interaction histories give your teams everything they need to make your customers feel heard and remembered. There's also all-in-one applications built right into Genesys Cloud, such as forecasting & scheduling, quality management, recording, PBX and collaboration. No other cloud solution offers such broad functionality with a single point of administration, one routing engine.

AI-POWERED INNOVATION

With Genesys Cloud, customers benefit from the power of AI with improved customer experiences, greater efficiency, revenue growth and improved operational performance.

- Better close-rates with predictive web engagement
- Faster, more informed forecasting & scheduling
- Context & understanding of each interaction
- Expanded self-service with voice bots
- Higher engagement with chat bots





Self - Service



Custom dashboards & reports



Certified & compliant world-wide



Workforce Engagement



Integrate with Other Tools



Build or buy



Outbound Campaigns



Unified Communications



APIs



Flexible Voice Services



Security & Resiliency



App Marketplace

WHY ATSG ?

ATSG is a global leader in transformational technology solutions as a service for today's digital enterprise. Through ATSG's service portfolio of secure Digital Infrastructure, Digital Workplace, Collaboration, and Customer Experience offerings, ATSG provides Intelligent IT leveraging its comprehensive Ai² automation platform.

We have decades of industry experience in Contact Centers, and have forged strategic partnerships with some of the leading providers of contact center solutions globally. This enables ATSG to recommend, setup and manage top notch contact center solutions across organizations of all sizes and all market segments. We have countless successful contact center implementations to our credit.

Take Your Contact Center experience to a whole new level with ATSG!