



## ONE SOURCE FOR GENESYS/INTERACTIVE INTELLIGENCE SOLUTIONS

Every technology environment is unique and no customer has the exact same needs. That's where we come in. ConvergeOne is obsessed with helping our customers. We've added layer after layer of capabilities to handle their every touchpoint, regardless of vendor. You can benefit from our experience working with Avaya, Cisco, IBM, Genesys/Interactive Intelligence, Microsoft, and many others.

### What You Get

As a Genesys/Interactive Intelligence partner since version 1.0, we have developed unmatched skills and expertise in supporting Genesys/Interactive Intelligence solutions.

As a ConvergeOne customer you get:

- > Integration capabilities with other manufacturers
- > A true, nationwide partner with an in-house team of ICCE Engineers
- > Flexibility of delivery: On-Premise, Private, or Public Cloud offers for ININ solutions
- > Custom Application Development Services



### TRUSTED EXPERTISE

As a Platinum Elite partner we have been recognized by Genesys/Interactive Intelligence for our vision, growth, and capabilities

### CHOICES & FLEXIBILITY

Get the solutions you want, the way you want them, and the way you want to finance them

### RELIABILITY

Combine ININ's five 9s guarantee with our monitoring and managed services for total peace of mind





## Solutions

Genesys/Interactive Intelligence's unified, all-in-one IP communications software suite approach, offers a truly unique architecture that enables organizations to provide a common, channel-independent customer experience across the enterprise without costly and complex integration requirements, replication of systems, or vendor lock-in.

- > Single-platform, all-in-one architecture reduces overall costs and simplifies administration, customization, and reporting
- > Open, software-based architecture offers maximum flexibility and interoperability, while allowing for cost effective growth
- > Broad set of multichannel applications for the contact center and enterprise helps you leverage your overall investment

### THE CONTACT CENTER

Get ACD and multichannel queuing, IVR, SIP-supported VoIP, PBX/IP PBX, auto attendant, skills-based routing, screen pop, presence management, remote agent capability, and real-time quality monitoring; advanced apps provide outbound and blended predictive dialing, call and screen recording, WFM, and automated post-call surveys

### ENTERPRISE IP TELEPHONY

Get the same ACD, SIP-based VoIP, PBX/IP PBX, auto attendant, call recording, and presence management features as contact centers, plus CRM integration, unified messaging, instant messaging, conferencing, and more

### BUSINESS PROCESS AUTOMATION

Automate virtually any business process and prioritize, route, escalate, and track work at every step

### CONTENT MANAGEMENT

Manage and distribute critical content with tools that include workflow processing, work management, and reporting

### MOBILE WORKFORCE

Give remote workers speech-enabled system access to voice mails, emails, faxes, corporate directories, and presence management settings

### SELF-SERVICE AUTOMATION

For e-mail and web chat auto-response management, and for speech-enabled IVR

### COLLABORATION

Eliminate complexity with an all-in-one unified communications and collaboration platform that gives you tools like group chat, video conference, and desktop sharing and allows access to communications, co-workers and content from anywhere on any device

## Flexibility with Cloud

Cloud solutions give you maximum flexibility, control, security, and reliability:

### **GENESYS/INTERACTIVE INTELLIGENCE COMMUNICATIONS AS A SERVICE<sub>SM</sub> (CAAS)**

A single-tenant cloud offering based on the company's CIC communications software suite for contact centers and enterprises.

### **GENESYS/INTERACTIVE INTELLIGENCE PURECLOUD<sub>SM</sub>**

A suite of cloud services for communications, collaboration, and customer engagement based on distributed cloud architecture atop Amazon Web Services.

### **CONVERGEONE PRIVATE CLOUD**

A Private Cloud solution from ConvergeOne gives your business the combined benefits of an on premise Genesys/Interactive Intelligence solution with the ease of the cloud.

This fully delivered, managed, and financed solution gives you:

- > The enhanced security and control of a dedicated environment
- > The ability to scale to meet the needs of the business
- > Proactive monitoring and maintenance supported by cloud experts 24x7x365
- > A private network without the responsibility of running and supporting it

## Seamless Integration

We are obsessed with helping our customers, no matter what industry they are in. We do this by solving communication and data problems so that the technology integrates seamlessly. ConvergeOne can integrate your various systems to ensure that they are working together instead of independently, providing you with improved data/reporting, improved efficiencies, reduced costs, and increased revenue. We offer both "boxed" solutions, like QuickLink, and custom applications.

### **QUICKLINK**

QuickLink is a system that allows you to connect to multiple data sources such as CRM, ERP, and other back-office systems, all under one platform. QuickLink gives you instant access to your customers' historical information and automatically displays it as you answer their calls.

For additional information, visit [convergeone.com](http://convergeone.com), contact your ConvergeOne representative or call 888.321.6227.

