



## ConvergeOne Genesys Cloud QuickStart Enablement for Business Continuity

The ConvergeOne Genesys Cloud QuickStart Enablement for Business Continuity is intended to provide customers with a rapid deployment of the Genesys Cloud Voice solution to address unforeseen events that could interrupt day-to-day business operations.

Genesys Cloud Voice brings a unique solution to the market by providing advanced contact center applications and service delivery options from a single platform...and do it quickly.

### A SCALABLE CLOUD ARCHITECTURE YOU CAN TRUST

You can count on the industry's best cloud platform - Genesys Cloud. We've spent more than 10 years refining and testing our development philosophy to create a platform architecture that is battle-tested and validated. Every service on the Genesys Cloud platform is built to the highest standards, so you can be sure:



It is multi-tenant, using microservices and an event architecture with continuous deployment to ensure elasticity, scalability and efficiency.



It has been through extensive automated unit and integration testing to check the performance of individual components and how they work together.



It has a smart data layer and public APIs to power new connections between applications, so you can integrate critical systems and build custom solutions.



It is authenticated and meets our security specifications to ensure the safety of your customer information and comply with security standards.

### Make Every Day Easier in Your Contact Center with Genesys Cloud

#### Easy to Deploy

Go live in days, not months. Enjoy Genesys Cloud right away as a turnkey application. Add pre-built integrations with a click. Or, use our open APIs to build a custom solution.

#### Easy to Use

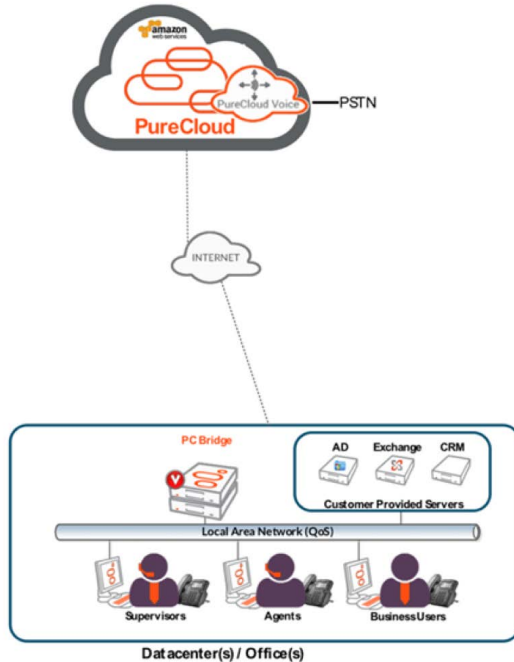
Genesys Cloud is designed to be radically simple. Its intuitive, all-in-one interface means minimal training, better customer context, and happier, more productive reps.

#### Easy to Succeed

With better visibility into your contact center and business operations, you can make smarter decisions—fast.

## Genesys Cloud Voice

PureCloud Voice is an Internet-based telephony service that you can activate for use with your PureCloud organization. It provides public telephony access to any PureCloud services to which you subscribe, such as Communicate or the PureCloud call center.



The ConvergeOne Genesys Cloud QuickStart Enablement provides customers with a path to address the unforeseeable events that could have lasting impact on day-to-day operations. By combining ConvergeOne's technical expertise and industry leading software applications from Genesys, customer can trust that they have the best technology in place when disaster strikes. This program includes:

- Rapid engagement from ConvergeOne Genesys Solutions Architects to:
  - Define essential requirements and use cases
  - Provide proper architecture considerations
  - Prepare QuickStart Enablement scoped deliverables
- ConvergeOne professional services resources to:
  - Design the Genesys Cloud Voice solution
  - Program the customer's unique instance in Genesys Cloud
  - Configure connectivity from Genesys Cloud Voice
  - Ensure proper functionality is enabled and delivered as expected
  - Provide remote go-live support
- Access to ConvergeOne support resources to (additional fees may apply):
  - Address post go-live issues and questions
  - Assist with ongoing troubleshooting for the term of use



## Pricing

### Pricing for this QuickStart enablement begins at \$20,000.

1. Additional configuration or functional requirements outside of the QuickStart Enablement scope can be addressed on a time and materials basis and billed at hourly rate of \$225 per hour.
2. Genesys Cloud subscription services are an additional expense and will be billed based on actual usage on a monthly basis.
3. For the purposes of this offering ConvergeOne is limiting this engagement to the functionality provided by the Genesys Cloud 1 subscription license.
4. Genesys Cloud services can be purchased as a per user, per month quantity or based on per hour usage.
5. Genesys Cloud Voice telco and carrier service usage charges incurred during the term the system is in use will be billed as actuals.

## GET STARTED TODAY

At ConvergeOne, we don't shy away from tough challenges. We are prepared to serve as your trusted advisor in ways we may not have before. These include free solutions that quickly enable you and your teams to stay connected from wherever you are. Get started on this special offer by visiting [convergeone.com/emergency-response-offers](https://convergeone.com/emergency-response-offers).