Seamless communications from Genesys and Zoom

Integrate the Genesys Cloud™ solution with Zoom Meetings and Zoom Phone to make customer support collaboration seamless.

Find the expert you want. Know they're available. Connect with a single click.

Why it matters

57%
of employees consider time spent switching between applications as a primary barrier to getting things done.
Source: IDC

70%
of employees are looking to work in more agile ways.
Source: IDC

86%
of businesses consider the impact of the employee experience on the customer experience of great importance.
Source: Gartner

How your business benefits

Collaborate in real time
- Connect agents and subject matter experts when it matters most.

- Make real-time collaboration easier with seamless voice and video.

Boost team productivity
- Enable agents and teams to use Genesys Cloud or Zoom from a single interface.

- Eliminate toggling between systems.

Improve customer experience
- Address customer needs faster through seamless collaboration.

- Boost your resolution rates and customer experience.

"Our employees are constantly flipping from one application to another to communicate and collaborate. We believe this will help us resolve customer issues faster and on the first contact."

Douglas Walker,
Vice President and Director of Infrastructure and Services, Sentinel

How it works
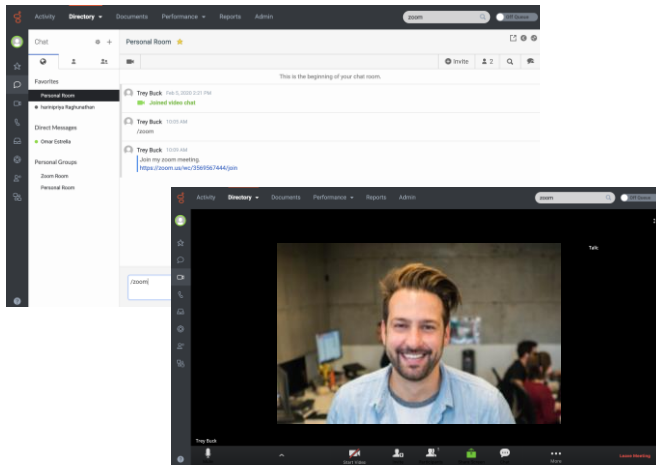
Enable seamless calls and transfers between Genesys Cloud and Zoom Phone users

- Use Zoom Phone as your carrier for inbound, outbound and internal voice calls.

- Simplify call routing with artificial intelligence (AI) capabilities in Genesys Cloud.

- Find an expert to help anywhere in your organization.

- Solve problems faster with the unified directory, presence and click-to-call features.

Create seamless back-office communications and collaboration with Zoom Meetings

- Encourage collaboration between agents and experts across your company.

- Provide employees with powerful collaboration tools within a single interface.

- Directly join a Zoom Meeting room from Genesys Cloud without leaving the Genesys solution.
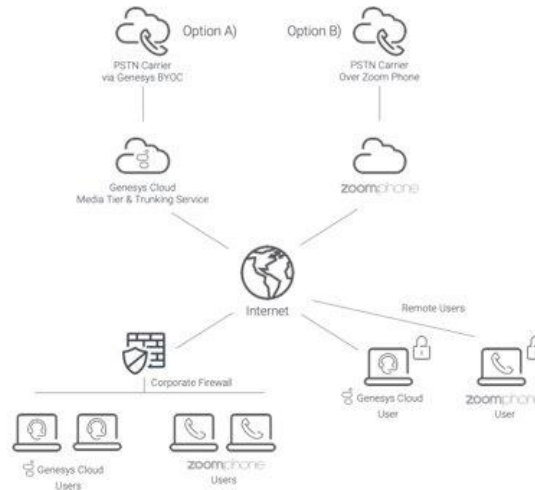
Keep your customers close. Keep your coworkers closer.

Break down barriers that prevent true connection and collaboration.

Boost your team's productivity and solve customer problems faster. Get started with your Genesys Cloud, Zoom Phone and Zoom Meetings today.

> "Our employees already use both solutions today, and a closer integration means they'll be able to work together easier, such as initiating a Zoom video meeting from within their Genesys Cloud instance."
>
> **Henry Svendblad,**
> Chief Technology Officer,
> Company Nurse

For more information, contact:

genesys@convergeone.com