

## Genesys Compact Edition



### Highlights

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- One button installation provides fast, cost-effective contact center implementation
- Easy administration designed for use by contact center staff minimizes training and technical support
- Advanced routing and skills optimization maximize the effectiveness of existing resources
- Real-time monitoring and management of business conditions enables improved quality of service
- Seamless integration with CRM applications enhances business responsiveness
- All-in-one solution makes the power of market-leading Genesys customer engagement available to smaller organizations

### The power of a Genesys contact center in an all-in-one solution

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Genesys Compact Edition is the only all-in-one contact center solution that's built on the latest edition of market-leading Genesys software. Now, businesses of any size can implement a best-in-class customer experience with minimum time and investment.

Genesys Compact Edition lets you easily and quickly deploy a mid-size contact center with up to 150 agents. Easy administration allows your contact center staff to manage call flows, e-mail routing, agents, and skills without needing dedicated telephony and IT experts.

Available for TDM and SIP environments, Genesys Compact Edition integrates IVR, e-mail, performance management, and supervisor and agent desktops. Outbound contact is also included in some configurations. Genesys Compact Edition is packaged with an overrun license for agents and reduces the cost of additional licenses. This feature allows you to increase your number of agents by up to 30% on your 10 busiest days of the year.

With its feature set, the Genesys Compact Edition gives businesses the ability to react immediately to changing business conditions and build customer loyalty and revenues with the power of Genesys and a lower total cost of operation.

Genesys Compact Edition integrates everything necessary to quickly deploy and use a contact center capable of delivering dynamic customer engagement across communications channels.

### Visual contact center

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The visual contact center provides a single point of management for routing, equipment, and agents. It simplifies control based on user roles, including drag and drop routing navigation and contact qualification. It provides visibility with dialog box configuration, an attached data view and reporting and monitoring. Operation, administration and multimedia management are intuitive.

## Visual IVR

The graphical interface also simplifies IVR design with drag and drop building blocks and no-hassle, dialog box script creation. It integrates interactive queuing and interactive voice and e-mail qualification, attaches customer data when interactions are routed, reads and writes to the database, and enables voice announcements. And, there's no need for additional servers or interfaces.

## E-mail

Genesys Compact Edition provides a single contact center for both voice and e-mail. Drag and drop design, and e-mail routing, monitoring, and reporting are available in the graphical interface. E-mail can be pushed to agents, along with a history of customer interactions, and monitored in real time by supervisors.

## Real-time monitoring

A range of reports lets you see real-time details on service activity, individual agent and agent group activity, and statistics on each type of interaction, so you can understand what needs improvement.

## Desktop

The Genesys desktop eliminates the need for cumbersome applications that frustrate supervisors and agents. It provides the tools and information access that allows agents to be more efficient and deliver better customer service and gives supervisors a view into agents and work.

## Outbound

Genesys Compact Edition includes the ability to deliver outbound campaigns in TDM environments. A wizard simplifies campaign creation, including scripting. Choose preview, progressive, or predictive dialing modes. Import call lists. Review effectiveness with campaign reporting.

## SIP Server architecture

The Genesys Compact Edition SIP Server version provides operational efficiency, centralization and consolidation at a reduced overall cost. It enables virtualization of the contact center to integrate enterprise-wide knowledge workers and multiple locations that are managed as a single entity. It removes silos and consolidates infrastructure for simplified management and maintenance and faster upgrades. It reduces point-to-point telco charges and provides lower cost of ownership.

## OMNIPCX ENTERPRISE Architecture

The Genesys Compact Edition, OMNIPCX ENTERPRISE version provides the choice of IP, IP/TDM or TDM operations that are easy to manage, deploy, and maintain. It delivers full service to employees at all locations to increase efficiency, reduces the cost of new application deployment and cuts telecom bills through VoIP. Intelligent networking provides transparency across servers. This flexible architecture integrates open standards and state-of-the-art technologies that simplify internetworking and migration to multimedia and future communications environments