GENESYS CLOUD

THE EASY ALL-IN-ONE CONTACT CENTRE SOLUTION FOR INSURERS

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

Customer experience is hugely important in competitive industries, and the foundation on which the fight for customer loyalty is now fought. But you can't provide the best customer experiences if your channels and customer data are siloed.

The Genesys Cloud solution simplifies all your contact centre interactions, regardless of channel. It's time to turn calls, emails, texts, and more into a single connected conversation, and empower your agents to deliver more fluid, empathetic interactions at scale.

SATISFY CUSTOMERS

Create seamless conversations across all connected channels, and use data to tailor experiences and predict customer issues before they escalate.

DRIVE AGENT PERFORMANCE

Empower agents to collaborate and resolve issues quickly and easily with an intuitive unfied dashboard.

GAIN SMARTER BUSINESS INSIGHTS

Integrate CRM tools and apply Genesys AI to add context to customer journeys, unlock hidden insights, and automate routine tasks.

ALL-IN-ONE, FROM START TO FINISH

The average insurance contact centre tends to be 50% larger than the UK finance industry average. And unlike many other sectors, traditional voice calls remain the most used channel for issue resolution.

These calls tend to be lengthy and emotionally charged, placing a great amount of pressure on agents to deliver empathetic, personalised interactions – often without digital assistance. Genesys Cloud transforms the contact centre experience, enabling you to connect and deliver the fast and seamless resolutions customers expect across all voice and digital channels.

Agents benefit from a single intuitive dashboard, including complete interaction histories and contextual AI-assistance to ensure every customer feels heard and remembered. What's more, service monitoring tools can help you optimise agent performance and identify opportunities to improve job satisfaction.

You'll also find all-in-one applications built right into Genesys Cloud, including forecasting and scheduling, quality management, recording, PBX and collaboration. No other cloud solution offers such broad functionality with a single point of administration, one routing engine across every channel, and a unified agent desktop.

INBOUND VOICE	OUTBOUND VOICE	CALLBACKS	IVR
EMAIL	CHAT	TEXT/SMS	MESSAGING APPS
SOCIAL	CHATBOTS AND VOICEBOTS	WORKFORCE ENGAGEMENT	UNIFIED COMMUNICATIONS AND COLLABORATION

OUTBOUND CAMPAIGNS

Improve campaign performance while keeping agents productive, costs low and contact rates high. Utilise an automated outbound dialer to send personalised and timely campaigns, and blend inbound and outbound campaigns to improve agent utilisation.

SIMPLIFIED VOICE SERVICES

Keep your voice services simple, fast and hardware-free with Genesys as your sole voice carrier. Or use your own carrier to meet your specific needs.

THIRD-PARTY APPS

Browse hundreds of pre-built CX applications and integrations in our AppFoundry marketplace. Many feature one-click installation and free trials.

ROBUST API TOOLS

Use APIs to expand your development platform and build almost anything, in any programming language.

CUSTOM DASHBOARDS AND REPORTS

Get the actionable insights you need to optimise and run your service interactions – from one place, in real time.

UNIFIED COMMUNICATIONS

Use the WebRTC Softphone to connect agents, teams and sites quickly and securely using only a browser and a headset. Consolidate features like voice mail, group calling, video conferencing and more for anytime, anywhere collaboration.

SECURITY AND RESILIENCY

Keep conversations secure and your business running smoothly. Genesys Cloud gives peace of mind with strong encryption, logical isolation, and stringent multi- tenant security standards. Check here to keep track of the latest data center locations.

CERTIFIED AND COMPLIANT WORLD-WIDE

Genesys Cloud continuously works to meet ever- changing global compliance and certifications standards, including HIPAA, PCI, GDPR, SOC, CCPA, and more.

Experience a contact centre your agents will LOVE

Explore Genesys Cloud through the eyes of your agents, supervisors and management, in this self-guided tour.

RELIABLE AND CONSISTENT EXPERIENCES

CONTACT OUR EXCEPTIONAL TEAM FOR A FREE CONSULTATION OR A QUICK CHAT

Get answers to your questions about Customer Experience and how to manage your interactions smoothly and efficiently. Our experts will guide you through our solution and advise you on how to get the best for your customer relationship.

Empower
Real-time information for your agents

Connect
Consistent customer satisfaction

Secure
Simplify security and compliance

Scale
Add communication channels at pace

TAKE THE NEXT STEP

IP Integration Ltd
Integration House
Turnhams Green
Business Park
Pincents Lane
Reading, Berkshire
RG31 4UH

0118 918 4600

enquiries@ipintegration.com

https://ipintegration.com/contact-centres/ipi-genesys-cloud/