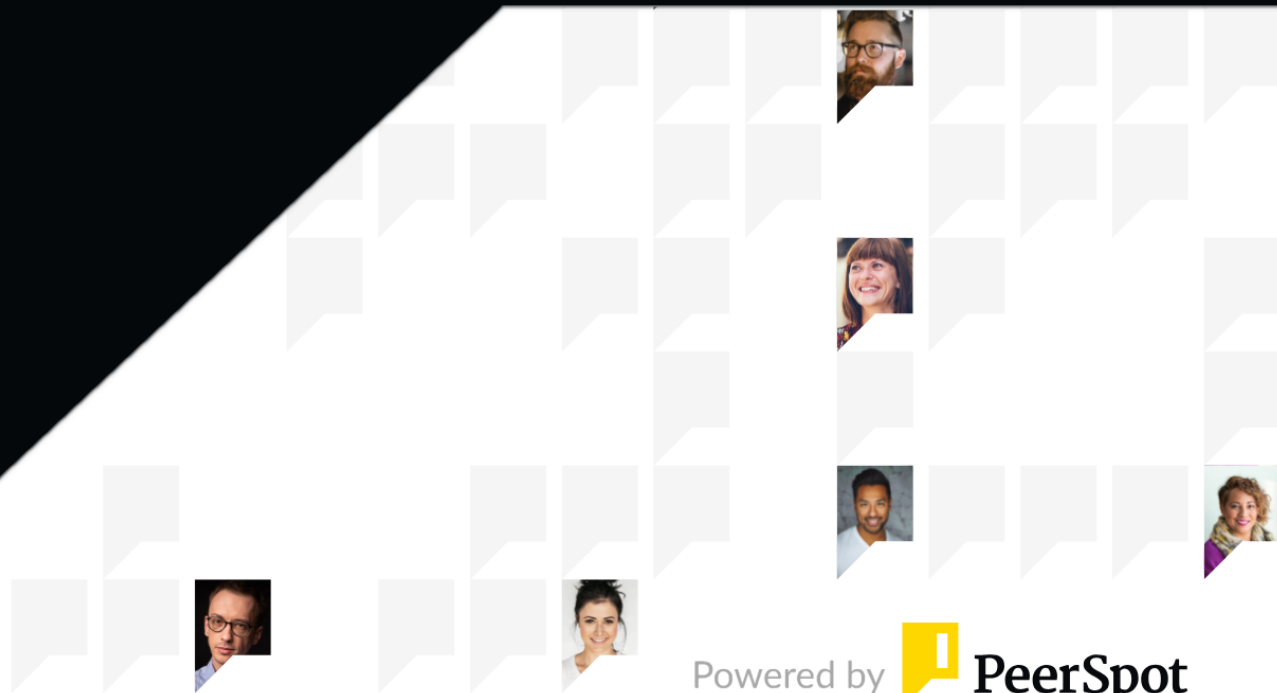




Genesys Cloud CX

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

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Product Recap



Genesys Cloud CX

Genesys Cloud CX Recap

Genesys Cloud CX is a comprehensive customer experience platform that enables businesses to deliver exceptional service across all channels.

With its advanced features like omnichannel routing, AI-powered chatbots, and real-time analytics, it empowers organizations to provide personalized and efficient customer interactions.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“After implementing Genesys Cloud CX, we achieved a 97% call response rate compared to 80% with our previous self-service software, and customer surveys showed their call center experience improved from three stars to 4.2.”



Julien Baluka

Founder at SJT Consult



“The features and capabilities of Genesys Cloud CX that I have found most valuable so far include its omni-channel support.”



Giribabu Dondapati

Associate | Genesys Cloud Developer at Conizant Technological Solutions



“We have seen a very good return on investment using Genesys Cloud CX, achieving growth of 117% this fiscal year, which is beyond our expectations, mainly due to customer retention and onboarding.”



Navnath Solanke

senior executive at a tech vendor with 10,001+ employees



“Genesys Cloud CX is a capable application that allows me to use any app or multiple apps, so I can work with any other applications efficiently.”



Wsatehortua Salazar

Genesys Cloud Specialist at a tech vendor with 10,001+ employees



“Genesys Cloud CX platform's unified interface has improved agent efficiency a lot; compared to other platforms, it contributes about 40 percent to agent efficiency since agents do not have to toggle between multiple screens, allowing them to focus on the solution and respond to customers effectively.”



Morvin Arun Pinto

Cx Product Manager at a comms service provider with 10,001+ employees



“The integration capabilities are very good. It is API-based and offers prebuilt integrations.”



PeterDunkley

BA at Rise Asia Technology Limited



“The integration of CTI within the IT system is a particularly valuable feature.”



AB370

Manager, Customer Experience Country (France) at Stellantis

What users had to say about valuable features:

“The features and capabilities of Genesys Cloud CX that I have found most valuable so far include its omni-channel support. We don't need to configure anything because by default, it will provide support for voice, text, SMS, emails, and all these services. The important thing is we don't need to manage any infrastructure. We have the option to have a private contact center, but most of the infrastructure is managed by Genesys itself. We just need to buy their service and use their licenses to access those particular services..”

Giribabu Dondapati

Associate | Genesys Cloud Developer at Conizant Technological Solutions

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“In my opinion, the best features that Genesys Cloud CX offers include its predictive capabilities that match customers with specific agents most likely to achieve the best outcome instead of just sending them to the next available agent. It also has skill-based routing, and the architecture is well-organized.

“Genesys Cloud CX has positively impacted my organization by ensuring customer simplicity and growth, which are our top priorities. The consolidation is very effective, protecting customer relations and retention metrics, and since we started using Genesys Cloud CX, our retention metrics have been improving daily. We use AI-driven routing to connect with high-risk customers, adding significant value and reducing potential revenue loss. It has zero hardware footprint, being entirely cloud-based, and requires minimal hardware space. This leads to easy upgrades and troubleshooting compared to other tools..”

NavnathSolanke

senior executive at a tech vendor with 10,001+ employees

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“When I referred to flexibility with interactions, I specifically meant predictive routing and the ability to switch between queues. This feature is essential, as many software options propose call direction through an IVR, but Genesys Cloud CX allows us to create dedicated services to gather information from diverse environments.

We could utilize the fact that an agent could view the customer's engagement on our web page, and we also obtained data from the CRM to further support our interaction strategy, even applying skills to agents in terms of language or specific product knowledge. For instance, when we sold cars, we identified agents with expertise in brands like Renault or Ferrari. If a prospect calling in has a particular need, predictive AI routes the call to the most suited agent.

This connects to predictive solutions since it is essential to differentiate machine learning from AI. In my view, the IVR involved more machine learning, analyzing the effectiveness of its guidance and directing interactions as needed. The longer the IVR learns, the more effective it becomes by evaluating agent availability and directing calls to agents based on their skill levels, known in Genesys Cloud CX as the bull's eye approach, to ensure calls reach the most capable agents..”

Julien Baluka

Founder at SJT Consult

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“Genesys Cloud CX is a capable application that allows me to use any app or multiple apps, so I can work with any other applications efficiently. It is a great tool for contact center solutions and integrates well with other apps.

“Genesys Cloud CX is easy and great to work with. It is friendly for users, developers, troubleshooting, and supervisors.

“Genesys Cloud CX provides a development tool using boxes instead of pure code, so we create flows using boxes and tying data actions with consumption to APIs. It is easy to work with and easy to develop, which is why I find it friendly for developers.

“I believe it is a great idea to use Genesys Cloud CX in my company because many agents use it, and it is easy to provide many channels to get information about customers, connect with the team, and help all customer needs. Genesys Cloud CX completes the entire flow of contact between agents and customers.

“For example, many times customers try to contact an agent, but sometimes the agent is on holiday or not working in the company, leading many customers to attempt contact without success. When we have a contact center, we must use many other agents to get all information about the customer and help them. Genesys Cloud CX is great for our company for useful options and for having many channels to solve any customer issues..”

Wsatehortua Salazar

Genesys Cloud Speacialist at a tech vendor with 10,001+ employees

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“In my opinion, the best features Genesys Cloud CX offers are the cloud connectivity features, which are really great and seamless. The functioning is very seamless. I can connect any provider over the cloud without any problem, and the connection is very perfect. There is a very rare chance I will ever see a call drop, and when call drops do occur, they mostly come from the provider side. If I make any wrong connection, I do not think there is any call drop on that side. The functionality is really great.

“Regarding the features of Genesys Cloud CX, I would like to add that from my self-service network or any network, it works on the VPN as well without any fluctuations.

“Genesys Cloud CX integrates with other tools or systems in my organization very well. When it comes to integration, it is working really well for my telephone setup, and it has been working as a seamless integration.

“I monitor and measure performance or quality when using Genesys Cloud CX with the data it provides. The data is really helpful for me, and it has been very helpful for my future perspective.

“Genesys Cloud CX's reporting and analytics functionality is really fine. I think there is not much improvement needed from the organization's side. They have very good reporting, which provides me a very clear picture of how the scenario is working right now. I do not think there is much improvement needed in that area. These features are working very well for me..”

Verified user

It System Engineer at a manufacturing company with 5,001-10,000 employees

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“Overall, we are doing pretty good with this platform because of the node available in India, and we have a give-and-take kind of solution as we bundle it with our BYOC platforms globally, making it well set up with them.

“From a features perspective, the best features in Genesys Cloud CX include their advanced and well-organized interface, alongside their copilot and AI features that are excellently placed for the customer. While usage-based models are also available in NICE, we are more familiar with Genesys Cloud CX and have positioned it successfully to our customers.

“I have utilized the predictive routing feature in Genesys Cloud CX, which is one of the excellent features, and we are using it regularly in our solution. It has helped to optimize customer interactions as a contact center solution by improving Average Handle Time, and as AHT improves, customer satisfaction and NPS turn green as a whole for the customer, leading to more business generation for us.

“The impact of the real-time dashboards on the decision-making processes is excellent, adding more flavor to the entire solution suite.

“AI capabilities are very important for our clients, and these AI-driven tools aid in personalizing customer engagement as we are big users of AI from a Genesys Cloud CX perspective, utilizing features such as copilot for agents and supervisors. Initially, we had hiccups on pricing, but now with token-based pricing introduced, it helps significantly as Genesys promotes the use of free tokens during the evaluation period based on business volume, contributing to further customer satisfaction.

“Genesys Cloud CX platform's unified interface has improved agent efficiency a lot; compared to other platforms, it contributes about 40 percent to agent efficiency since agents do not have to toggle between multiple screens, allowing them to focus on the solution and respond to customers effectively..”

Morvin Arun Pinto

Cx Product Manager at a comms service provider with 10,001+ employees

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Other Solutions Considered

“I jumped directly to Genesys Cloud CX without evaluating other options because I believe it is the best decision I made. Throughout this process, I have come to know other applications and believe Genesys Cloud CX is the best solution for contact centers..”

Wsatehortua Salazar

Genesys Cloud Speacialist at a tech vendor with 10,001+ employees

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“I previously used a different solution before Genesys Cloud CX, and I switched because it did not have that much capability on the cloud. It was growing very slowly, and as the requirement for the cloud shifted, I thought it was a good option to switch to another vendor which would help me in my future goals..”

Verified user

It System Engineer at a manufacturing company with 5,001-10,000 employees

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“Before choosing Genesys Cloud CX, our organization evaluated other options, such as Salesforce native routing and tools that used a pay-as-you-go model, but we found Genesys Cloud CX to be the best. We considered Amazon Connect and Talkdesk, but positive reviews led us to choose Genesys Cloud CX..”

Navnath Solanke

senior executive at a tech vendor with 10,001+ employees

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“I cannot recall the name of the older tool we used, but it is important to note that we benchmarked the market before implementing Genesys Cloud CX. Major competitors included Zendesk along with other significant brands, and we opted for Genesys Cloud CX because of its versatility and capabilities as a toolbox, allowing us to tailor it to our needs..”

Julien Baluka

Founder at SJT Consult

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“I am currently doing an evaluation of both Five9 and Microsoft solutions. With Five9, I have a bit of experience and the Microsoft solution so far does look quite interesting. I view these two products as competitive products to Genesys Cloud. Next, I will be doing a migration project of Genesys on-premises onto Genesys Cloud. It could be interesting to ask whether or not Genesys Cloud is necessarily the right solution to move to from Genesys on-prem or any other cloud solutions..”

David Blackshaw

Genesys Consultant at Virgin Media

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“Some other solutions in this area are NICE inContact, Amazon Connect, TTECH, and Humanivai. Compared to all of these, Genesys is a leader. With NICE inContact, the scripting is quite complex compared to the Genesys Cloud architecture. The Genesys user interface is user-friendly whereas the NICE UI requires some training and you must be implementation certified before moving to a project in NICE. Amazon Connect is still releasing most of its features. Their solution is user as a service only so there are no licensing costs so Genesys Cloud is costly relative to that. Amazon Connect is the cheapest, but Genesys Cloud has an edge in AI and other features..”

RohitYadav

Global Lead CTI Engineer at a tech services company with 11-50 employees

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ROI

Real user quotes about their ROI:

“The realization for Genesys is mid-implementation yet past implementations have shown benefits such as global MI, secure payments, and working remotely..”

PeterDunkley

BA at Rise Asia Technology Limited

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“I have not made any analysis regarding the return on investment with Genesys Cloud CX regarding money saved, time saved, or fewer employees needed, and I was not involved in that analysis..”

Verified user

It System Engineer at a manufacturing company with 5,001-10,000 employees

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“In terms of cost-effectiveness, I find Genesys Cloud CX provides overall ROI benefits; however, after the first year, customers usually expect lower pricing at the time of renewal. Despite this, all OEMs generally increase prices by 10 percent yearly, which makes turning a significant ROI challenging..”

Morvin Arun Pinto

Cx Product Manager at a comms service provider with 10,001+ employees

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“When it comes to this solution and its ROI, every customer I have worked with over the last 20 years has always ended up in a situation where they are very happy with the platform and consider it to be money well spent. Genesys Cloud always does the job that they wish it to do..”

David Blackshaw

Genesys Consultant at Virgin Media

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“We have seen a very good return on investment using Genesys Cloud CX, achieving growth of 117% this fiscal year, which is beyond our expectations, mainly due to customer retention and onboarding. With AI capabilities, we save substantial time, as calls are summarized and stored securely now, eliminating repetitive interactions and saving between 30 to 50 seconds after every call..”

Navnath Solanke

senior executive at a tech vendor with 10,001+ employees

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“I want to share that, although I cannot disclose specific documents, we spent approximately €200,000, converted from Zloty, on developing Genesys Cloud CX. Previously, we used a very outdated calling system from the nineties and established metrics with Power BI regarding flow management and qualitative KPIs. After implementing Genesys Cloud CX, we achieved a 97% call response rate compared to 80% with our previous self-service software. We also conducted customer surveys to assess perceived improvements in their call center experience, which rose from three stars to 4.2..”

Julien Baluka

Founder at SJT Consult

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Use Case

“My main use case for Genesys Cloud CX is to analyze and troubleshoot any issues in the contact center, develop flows, and create anything that the company needs..”

Wsatehortua Salazar

Genesys Cloud Speacialist at a tech vendor with 10,001+ employees

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“Genesys Cloud CX main use cases are similar to NICE, as it is inbound, outbound, and offers other capabilities including Workforce Engagement Management and AI, with all their services available in India on AWS India. We have tied up with them for inbound and outbound calling globally, as we have built a trunk connection with them for whatever is required..”

Morvin Arun Pinto

Cx Product Manager at a comms service provider with 10,001+ employees

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“The usual use cases for Genesys Cloud CX that I mostly work with involve a contact center application. We use telephony, voice channels, WhatsApp channels, and all these services. Our client is a healthcare system that provides healthcare systems and has partners around the world, including doctors. When they are operating or working on anything, they need to have some consultant call Philips so that they can operate the healthcare systems provided by Philips. Based on the SLA requirement between Philips and the hospital, they considered Genesys Cloud CX as the best choice out of all the contact centers they have..”

Giribabu Dondapati

Associate | Genesys Cloud Developer at Conizant Technological Solutions

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“My main use case for Genesys Cloud CX is for the purpose of a call center. A quick specific example of how I use Genesys Cloud CX in my call center operations is the creation of users, with the phone, and setting of users for how they will take the call.

“Genesys Cloud CX can be used for the creation of the call center, determining how the call will be taken by the agent, what the delay time will be, how the call should move from one agent to another agent, and what the specifications are for when the agent will be available. At that time, I can set up holidays and other related settings..”

Verified user

It System Engineer at a manufacturing company with 5,001-10,000 employees

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“My main use case for Genesys Cloud CX is for better interaction, which is managed via voice, chat, and routed via an agent. I often use it for interactions, and whenever there are created leads and records, we get notifications on Genesys Cloud CX. We manage all the customers via Genesys Cloud CX itself, which is again integrated with Salesforce.

“A quick, specific example of how my team uses Genesys Cloud CX to manage a customer interaction recently involves using a marketing tool called Eloqua, which is the primary tool integrated within Vodafone and Salesforce. We run different campaigns via Eloqua, and if the lead is qualified, we convert them into customers, which are then stored within Genesys Cloud CX. All the follow-ups are managed within Genesys Cloud CX, including tracking negotiations about deal proposals, rejections, approvals, and commercial approvals. Everything we track is done on Genesys Cloud CX itself.

“Regarding my main use case or how Genesys Cloud CX fits into my workflow, our main customer relationship management tool is Salesforce. However, it does not have capabilities for direct customer interaction, as Salesforce is integrated within Charter but does not provide a facility to connect directly with customers. In such cases, Genesys Cloud CX serves as an end-to-end route of interaction between customers and our team, helping us prioritize escalations and any major incidents. It can integrate with external applications and assist with post-call automation and data synchronization, ensuring all interactions happening across users are tracked and automated..”

NavnathSolanke

senior executive at a tech vendor with 10,001+ employees

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“Genesys Cloud CX is a CTI tool designed for contact center operations, previously resembling Cisco and allowing for softphone technology so you can call customers. I had a call center and also digital shops to connect, and Genesys Cloud CX provided me the opportunity for an omnichannel approach and strategies for contacting and navigating with users.

For instance, when a user was connected to our web page, we received notifications because they were identified as a lead, and we had the information displayed in our CRM, Salesforce, showing that they were currently active on our web page. This prompted us to call them via Genesys Cloud CX, and it included chat and video calls with screen sharing capabilities.

As the product director in the company utilizing this tool, we made Genesys Cloud CX the owner of communication within our customer domain, covering all aspects of customer interaction, except for marketing automation still managed through Salesforce. Everything related to contacting the customer was managed with this tool. The agents speaking with customers, as well as managers and PMs using campaigns, benefited significantly from this tool, providing standardized processes through functionalities like scripters for call centers.

It was a two-way platform for gathering information since we could highlight details for agents to communicate while also automatically collecting information via an AI chatbot listening to conversations and making notes for the CRM regarding discussions. Although Genesys Cloud CX is one of the more expensive tools on the market, its integration with AWS and a native connection with Salesforce justified its costs..”

Julien Baluka

Founder at SJT Consult

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“For the integration part of Genesys Cloud CX initially, it is a little bit hard. However, overall, I should tell I that it is not that hard to the point that it would lead me to take the help of a third party or any help from another source..”

Verified user

[Read full review](#) 

It System Engineer at a manufacturing company with 5,001-10,000 employees

“The deployment process can vary. We started by onboarding business units with simpler requirements first, followed by complex integrations. The setup involves aligning with different partners' methods, typically between nine to 18 months..”

PeterDunkley

[Read full review](#) 

BA at Rise Asia Technology Limited

“Regarding my experience with the initial setup of Genesys Cloud CX, it was excellent and very smooth; we did not encounter any hiccups during the onboarding process, which went very well, with support guiding us throughout, making it an unforgettable event where it felt like we had people helping us deploy a lot of seats for our organization..”

Morvin Arun Pinto

Cx Product Manager at a comms service provider with 10,001+ employees

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“The initial setup is very easy. It's not that difficult.

Deployments depend on the business requirement. A basic contact center can be deployed within one day. It's pretty fast to get up and running.

We can configure and connect everything from our side..”

Mohammed Khaleel

Senior CX Genesys Systems Engineer at Jathwa

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“I did participate in the initial setup and deployment process of Genesys Cloud CX. I am part of it, but I don't manage most of the things, such as creating and setting up sites or edge servers. We use our own carrier, Orange Business Services, instead of Genesys carrier. I mostly worked on call setups. We have this Architect tool that allows us to do most of the configuration using drag-and-drop boxes, and we don't need to code specifically unless we want to pull a large amount of data. Genesys Cloud CX APIs have some rate limits that pose challenges. Our contact center handles around 200,000 calls per month. We face issues due to rate limits on data pulling, needing a significant amount of time to retrieve large datasets due to those constraints, but Architect is a very good tool for configurations..”

Giribabu Dondapati

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Associate | Genesys Cloud Developer at Conizant Technological Solutions

“In my experience, the deployment of Genesys Cloud was relatively easy compared to on-premise solutions. However, it depends on the project's complexity and budget. Typically, a team of specialists is involved, including IVR, reporting, support, and business development experts. The team size varies based on project requirements and can range from one person to multiple specialists.

Genesys is fully deployed in the cloud. With the cloud product, everything is integrated into one single application, making deployment and integration much simpler. Unlike the on-premise product, which requires separate applications for different functions like IVR, reporting, routing, and databases, the cloud version consolidates everything into one platform.

Genesys Cloud requires ongoing maintenance, especially if there are change requests from the client side. For example, if the client wants to expand their business to include social media or multimedia channels, or if they request additional features like outbound calling or web messaging, maintenance personnel are needed to implement these changes..”

Manan Gupta

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Senior Development Specialist at a consultancy with 10,001+ employees

Customer Service and Support

“The technical support is average. Genesys provides support through technical partners, not directly. This setup is not ideal, and I'd prefer direct support from Genesys..”

Mohd Omar

Contact Center Chief Specialist at Department of Finance - Dubai

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“I would rate the customer support between eight and nine; while it may be the worst experience for other companies, for me it is great, but sometimes it is difficult to get information about them..”

Wsatehortua Salazar

Genesys Cloud Speacialist at a tech vendor with 10,001+ employees

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“The customer support for Genesys Cloud CX is a little bit slower for me, and I am not sure why. However, from other vendors, I have seen that they have told me that the customer support is good. I think that is totally relevant to the support I have taken from the organization..”

Verified user

It System Engineer at a manufacturing company with 5,001-10,000 employees

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“Customer support for Genesys Cloud CX is excellent. I rarely contact them, but when I do have a critical issue, they respond swiftly, often resolving problems within two to three hours. They provide continuous updates, track issues diligently, and ensure similar problems are minimized in the future..”

Navnath Solanke

senior executive at a tech vendor with 10,001+ employees

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“I did not work directly with Genesys Cloud CX support, as we relied on an integration partner for bug fixes and technical issues. Around 95% of bugs were handled at integrator level, and we faced challenges when issues were escalated to Genesys Cloud CX, as we were a smaller company with limited influence. Often, we encountered difficulties in receiving prompt responses, especially when highlighting desired functionalities between Salesforce and Genesys Cloud CX for future releases..”

Julien Baluka

Founder at SJT Consult

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“I would rate the technical support from Genesys Cloud CX a six or seven since we don't have a dedicated team. Recently, we've been experiencing issues, as Genesys Cloud CX is a web application with many underlying components, including the browser or the PC used. Many agents report not receiving alerts or calls consistently—missing two or three calls out of thirty on a given day. This issue is ongoing, and despite raising several incidents with Genesys, the responses we receive often suggest it's a browser, PC, or network issue, while the problem persists..”

Giribabu Dondapati

Associate | Genesys Cloud Developer at Conizant Technological Solutions

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Other Advice

“My advice to others looking into using Genesys Cloud CX is to try it because it is a great experience for customers and contact centers. It is friendly, easy to develop any flow, and allows integration with other languages, web services, and other tools. I would rate this product a ten out of ten..”

Wsatehortua Salazar

Genesys Cloud Specialist at a tech vendor with 10,001+ employees

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“There are prerequisites that need to be fulfilled. If these requirements are met, Genesys Cloud CX is straightforward to implement, particularly when seeing it as a SaaS offering and purchasing numbers directly. However, for a larger business like ours, which had over two hundred unique phone numbers for different traffic sources, migrating numbers to Genesys Cloud CX involved complexities and could take up to sixty days, along with increased communication costs. I would rate this product a 9 out of 10..”

Julien Baluka

Founder at SJT Consult

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“I advise others looking into using Genesys Cloud CX to integrate their [CRM](#) system from day one, as Genesys Cloud CX streamlines customer management by eliminating multiple windows. It promotes usage of its unified interface and embedded framework, allowing agents to focus without juggling multiple tabs. My connections in other organizations could also benefit from the intelligent AI built within Genesys Cloud CX, which significantly reduces after-call work and contributes toward increased efficiency. I would rate this product 9 out of 10..”

NavnathSolanke

senior executive at a tech vendor with 10,001+ employees

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“The main benefits that Genesys Cloud CX brings to the table include a unified omnichannel solution similar to other [CCaaS](#) providers and flexibility with the BYOC platform, particularly due to its availability in India. As a VNO partner in India, we have a license to sell and bundle our voice channels, integrating them with Genesys Cloud CX. We buy the Genesys Cloud CX license and combine it with our own numbering schema globally, and we also have our SMS channels listed in Genesys Cloud CX app foundry which increases our revenue share since whenever a customer buys a license, we can promote our app foundry solution alongside, further enhancing our revenue opportunities in the contact center area.

“The key differences between Genesys Cloud CX and NICE include that Genesys Cloud CX has a robust UI with simple processes, while NICE has room for improvement, especially concerning partner onboarding. Genesys Cloud CX does not require toggling between multiple systems, as its central repository provides all necessary partner information on a single page. In contrast, NICE's support and learning resources are spread out, which can complicate the user experience.

“While all platforms have their pros and cons, the key aspects we check are their deployment speed and pricing. The overall experience matters more than the specific platform, particularly how quickly they can respond during challenges. I would rate this product 10 out of 10..”

Morvin Arun Pinto

Cx Product Manager at a comms service provider with 10,001+ employees

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“The impact of real-time dashboards on my decision-making processes is minimal because we don't use them. As a consultant, my task is to create call flows, design call flows, email flows, or bot flows. Supervisors who manage that particular contact center in their area use those dashboards. Their dashboards provide information such as real-time data on how many calls are active, based on which they can decide how many agents to put on queue or off queue.

“The unified interface of Genesys Cloud CX impacts agent efficiency in my organization because they recently changed the UI last month or the month before. Currently, agents are getting habituated to the new interface. However, they just changed the user interface, and everything else in the system settings remains the same, including the naming conventions. I don't think that much impact is felt by the agents.

“I don't know the specifics about the pricing and licensing of Genesys Cloud CX. I know there are a few licenses available, some of which are costly, and also, Genesys provides some concurrent licenses. However, I don't handle those details directly; my team lead or my architects take care of them.

“I have never utilized Predictive Routing in Genesys Cloud CX.

“I would rate this product an eight overall..”

Giribabu Dondapati

Associate | Genesys Cloud Developer at Conizant Technological Solutions

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“I rate Genesys Cloud CX as an eight point five out of ten. I chose this rating because it is very good to work with. It saves my time and it is very efficiently working without any issues.

“Regarding Genesys Cloud CX's AI capabilities, I have not implemented it yet, but I am thinking to implement it in the future, so I am still working on that.

“When the implemented data will be more, I can judge the accuracy and efficiency of Genesys Cloud CX's AI capabilities.

“I handle training and onboarding new users to Genesys Cloud CX easily by just telling the user, and they automatically can see the cloud implementation from there.

“Genesys Cloud CX handles compliance requirements in my industry by looking to implement AI, so I think that is going to help me in the future.

“I see Genesys Cloud CX supporting my organization's long-term goals because I am also changing and making the changes that are required with technology.

“My advice to others looking into using Genesys Cloud CX is that it is really easy if I want to have a cloud solution for a larger organization and want to have all the features that a call center would have. If I want to make some adjustments in that which other providers are not providing, I think Genesys Cloud CX is a really good option..”

Verified user

It System Engineer at a manufacturing company with 5,001-10,000 employees

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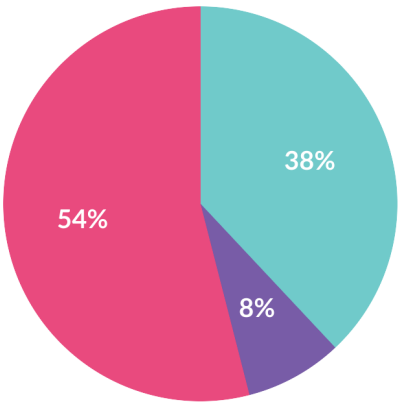
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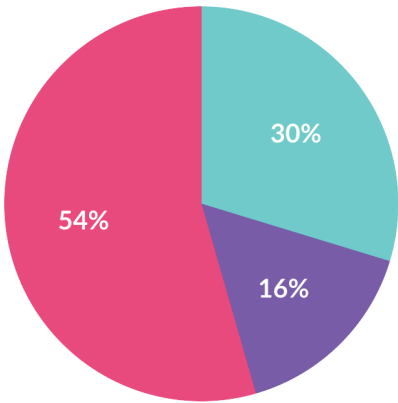


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by reviewers



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Large Enterprise Midsized Enterprise Small Business

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