GENESYS

Network Computing

Request for Information (RFI)
On
IP Call Centers

RSVP Deadline: E-mailed or postmarked by **March 1, 2005** 5 p.m. (EST)
RFI Deadline: Emailed or postmarked by **March 18**, **2005** 5 p.m. (EST)
Publication Date: June 9, 2005

• *I. Introduction*

Network Computing's **June 9, 2005** cover package will be devoted to IP Call Centers. Why should an enterprise implement an IP call center, and what is the best path to upgrade from a call center using a traditional TDM (Time Division Multiplexing)-based PBX? The RFI is based on a fictitious enterprise in the consumer electronics industry with 250 call agents in sales and technical support.

If you would like to participate, please RSVP to the author, Michael J. DeMaria (mdemaria@nwc.com) by **March 1, 2005** and **return the completed RFI** to Michael **by March 18, 2005.**

• *A. Purpose*

This Request for Information is proprietary to Network Computing and CMP Media, LLC. It is drafted and disseminated for the sole purpose of generating information on call center products for publication in Network Computing on June 9, 2005. Participating vendors must meet the minimum requirements for participation described in Section B and agree that any information returned to Network Computing in response to this RFI will be published in print and electronic form on our Web site, www.networkcomputing.com.

Please note that we reserve the right to examine a test unit in our Syracuse University Lab or at a customer site for any product submitted for review.

B. Instructions

The following minimum product requirements are necessary to participate in this review of **Call Center** applications. Please check all that apply.

_☑__ Product is available to customers on or after March 18, 2005 and is not in beta form
_☑__ Support for both TDM (circuit) and IP (packet) switched voice networks
_☑_ Multimedia routing for voice, e-mail, Web, and facsimile communications
_☑__ Call blending: support inbound and outbound calling

_☑_   Look-ahead routing logic (interrogate queues and estimate call-wait time)
_☑_   Priority queuing
_☑_   Queue escalation
_☑_   Skills-based routing

If you do not meet all of these criteria, your product does not meet the minimum qualifications for this review. Please notify Michael J. DeMaria (mdemaria@nwc.com or 315-443-5798) by March 1, 2005 that you do not meet the criteria for participation. Thank you for your consideration.

If you respond to the RFI, please note the dates in Section C to complete the RFI on time for inclusion in our June 9, 2005 issue. We suggest you read through the entire RFI before answering questions. You can reference answers to other questions in the RFI using the section and question number. Please do not reference materials outside the RFI; incorporate them into your answers. This RFI will be the **only** source used to review your product.

Some questions provide for Yes/No checkbox answers, while some require more detail using an essay format. **Essay-type questions include word-count limits. Any responses submitted beyond the limit may be disqualified**.

Please answer all questions--this information is the foundation on which we determine the winning bid and our Editor's Choice Award. If you do not have an answer for a question or it does not apply, please indicate that in the space allotted. If you leave a question blank, we can only assume that your product does not support the proposition or that it does not provide an answer to the question.

C. Effective Dates

RFI Issue Date: February 25, 2005
RSVP Deadline: March 1, 2005 by e-mail to mdemaria@nw.com by 5 p.m. (EST),
RFI Deadline: March 18, 2005 postmarked or emailed by 5 p.m. (EST)
Publication Date: June 9, 2005

• *II. Business Overview*

Kodiak Corporation is a global manufacturer of thermal management solutions for computers. It produces fans, heat sinks, and temperature sensors for PC manufacturers worldwide. It also produces CoolIT, a line of water-cooled workstations and mid-range computers. Kodiak aims to put its thermal technology in every PC on the planet and expand the CoolIT line from its niche market in computer gaming and engineering to enterprise desktops and data centers.

Customers contact Kodiak today using phone, fax, e-mail, and the Web. Each of these methods is independent of the others. The Kodiak Board of Directors has identified this as a problem and a road block to global domination in thermal management. It aims to resolve the problem by establishing an IP Call Center capable of routing multimedia (voice, e-mail, fax, and Web) communications to the call center over IP. However, it is not ready to forklift out its current phone system for a VoIP system and thus lose its investment in its legacy TDM (Time Division Multiplexing)-based PBX.

Kodiak's manufacturing, testing, and support facilities are located in Death Valley, California. Customer sales and service outlets are in Los Angeles and San Francisco. Presently, calls come into both the Los Angeles and San Francisco offices and get routed to sales and service specialists in those facilities. All support calls are blind forwards to Death Valley.

PSTN trunks with ANI (Automatic Number Identification) services connect to TDM-based PBXes in Los Angeles and San Francisco. The PBXes are connected via ISDN lines. Automatic Call Distributors (ACDs) and Integrated Voice Response (IVR) systems in both locations provide front-end voice processing and switching as well as a self-service customer response system. In addition, the redundant systems act as a hot back-up in case one fails.

Calls are routed based on the menu selection for the particular service desired or employee extension and the calling number. A local number receives a lower priority than a long-distance number to reduce the calling party's cost of inquiry.

Kodiak's current system employs *call-back messaging.* This enables customers to register their number with the system to receive a call back if the wait-time is extensive. For the call back, Kodiak uses *call blending* to serve both incoming and outgoing agent calls through a predictive dialer. The system monitors the status of incoming calls and the availability of agents and allows outgoing calls only when it determines that an agent is free and that an outbound call will not adversely affect incoming calls.

Support calls are routed from Los Angeles and San Francisco to Death Valley back over the PSTN. Over the past year, the Death Valley office has piloted a number of VoIP initiatives to take advantage of data trunks (T-1) running between each of the offices. But no decision has been made at this time. A detailed RFP for a VoIP system in Death Valley is in progress and implementation is projected for Q4 2005. But Kodiak has no information on the projected implementation in this RFI.

Each of the call centers in Los Angeles and San Francisco support approximately 100 agents (total = 200). During peak sales periods (November-December), Kodiak adds 50 seasonal agents to each location (total = 300). This is a heavy burden on the physical plant but necessary to handle seasonal call volume. Kodiak would look forward to setting up agents outside of the enterprise in home offices or scope out a partner to outsource seasonal contact center agents (segue to an outsource sidebar).

III. Kodiak Business Essentials

A. Employees: 1,500
B. Call agents, regular, FTE (Full-Time Equivalent) employees: 200
C. Call agents, irregular, seasonal employees: 100
D. Number of agents working remotely: 0 now, but desire 100 post implementation.
Existing network infrastructure: The data network at each site sports a Gigabit backbone with 100 Mbps connections to desktops. IEEE 802.3af (Power over Ethernet) is available on desktops and QoS strategies include IEEE 802p/q (Managed Objects) and support for either DiffServ (Differentiated Services) or ToS (Type of Service). All corporate data are contained in Active Directory, file stores, and MS-SQL and Exchange databases that are replicated across each site. Web and e-commerce sites are centralized in San Francisco. Fax servers are located in all three locations. With these facts, assume that the network is more than adequate to support VoIP applications.

• IV. Kodiak Goals

A. Improve call center operations
B. Provide excellent customer service
C. Reduce telecommunication costs

V. Kodiak Business Objectives

A. Invest in a new call center platform that integrates with the current (legacy) platform, enabling Kodiak to maintain its investment in a TDM-based system while providing a smooth migration path to a VoIP infrastructure.
B. Use multimedia routing to send all inquiries to call center agents, whether they come in by voice, fax, e-mail, or Web.
C. Decrease costs by supporting voice and data on a single network.
D. Eliminate toll charges between sites.
E. Reduce infrastructure costs by enabling agents to work remotely.

- ## *VI. Review Criteria*

- **The proposed solutions will be graded on the following criteria:**

- ## *A. General Architecture*

1. Provide a diagram of major hardware and software components and how they are interrelated and interconnected.
Genesys response: Our recommended approach would include the following major steps:

- Phase 1 – Deploy Genesys routing on existing TDM environments and virtualize Kodiak's contact center infrastructure
  This will enable Kodiak's contact center agents to receive screen-pop and enable complete multimedia (voice, email, Web, fax) and business application integration. In addition, this phase is responsible for building the multimedia business routing rules. The entire existing legacy infrastructure (TDM PBX, IVR, fax servers, etc) is preserved.
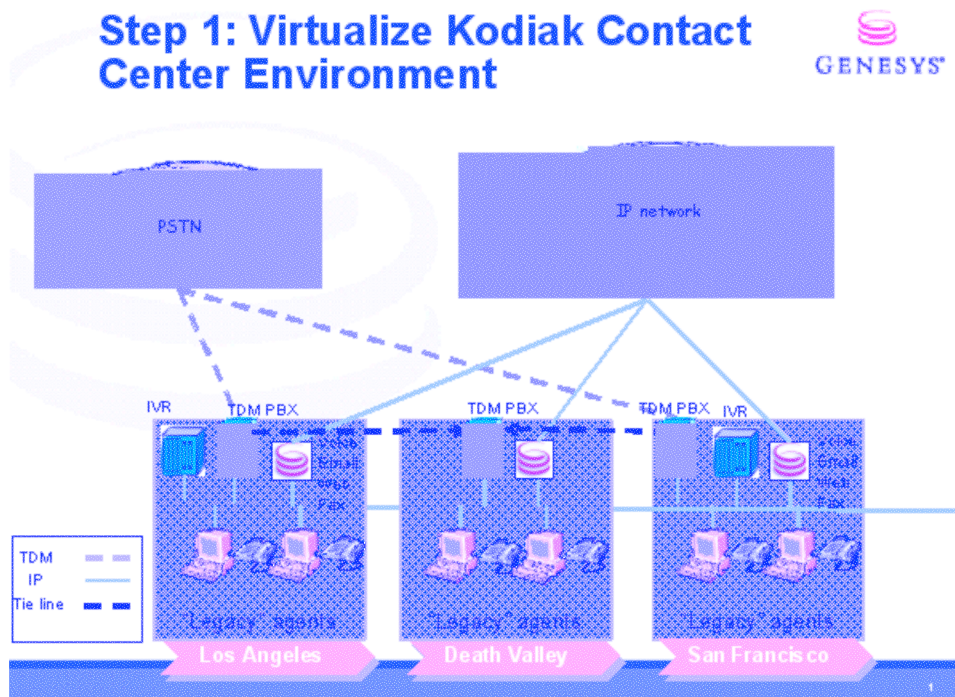

- Phase 2 – Deploy a centralized voice self-service platform and start replacing depreciated legacy IVR at each premise location
 This will enable the migration of the contact center infrastructure by connecting the PSTN network to an IP backbone. The benefits are:

- o Centralized interacting switching: calls are routed from the network directly to the agent (avoiding tromboning, transfers, etc)
- o Investments protection: Existing infrastructure such as LAN, WAN and PBX are preserved
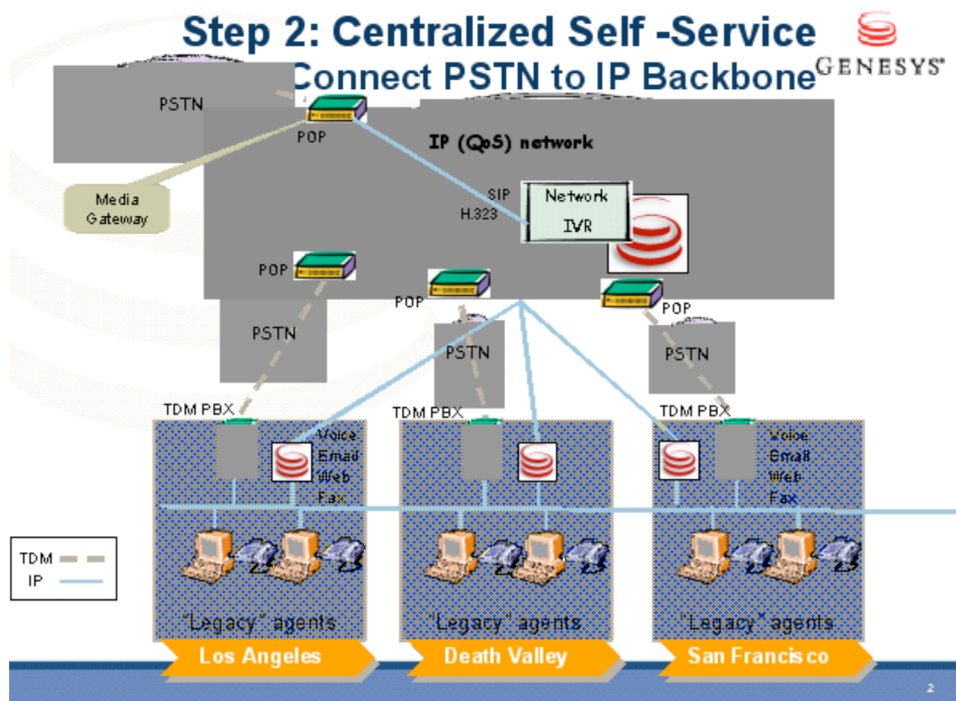
- Phase 3 – Deploy remote agents using IP
  Genesys IPMX will act as a SIP software-based ACD to manage the 100 telecommuters.
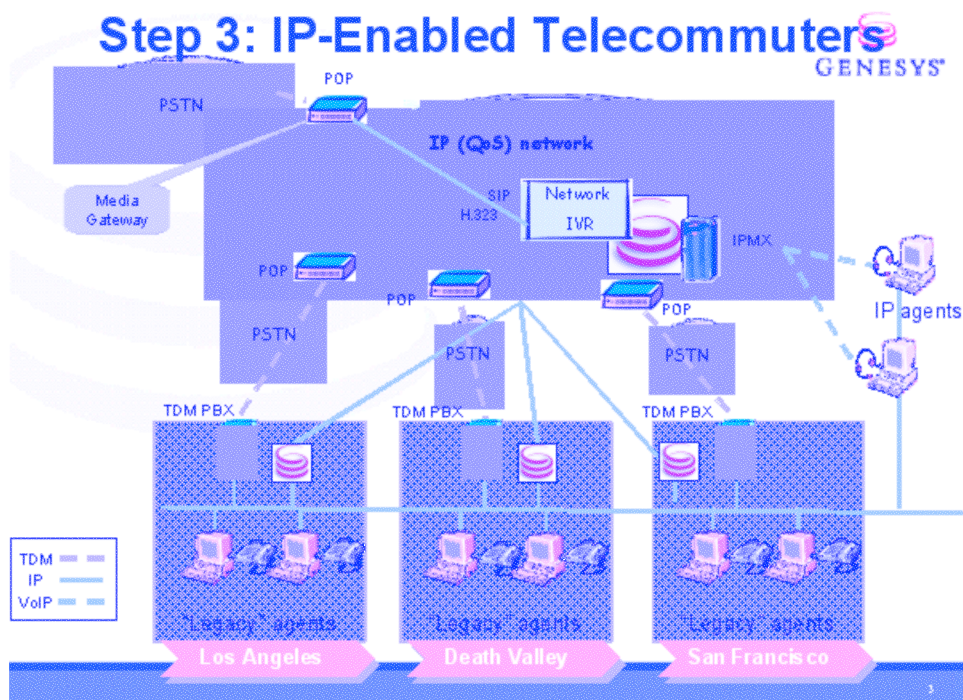
- Phase 4 – Install IP PBX at Death Valley site
  Next step is to install an IP PBX at the Death Valley site. This step is not part of the RFI as mentioned in section II of this document.
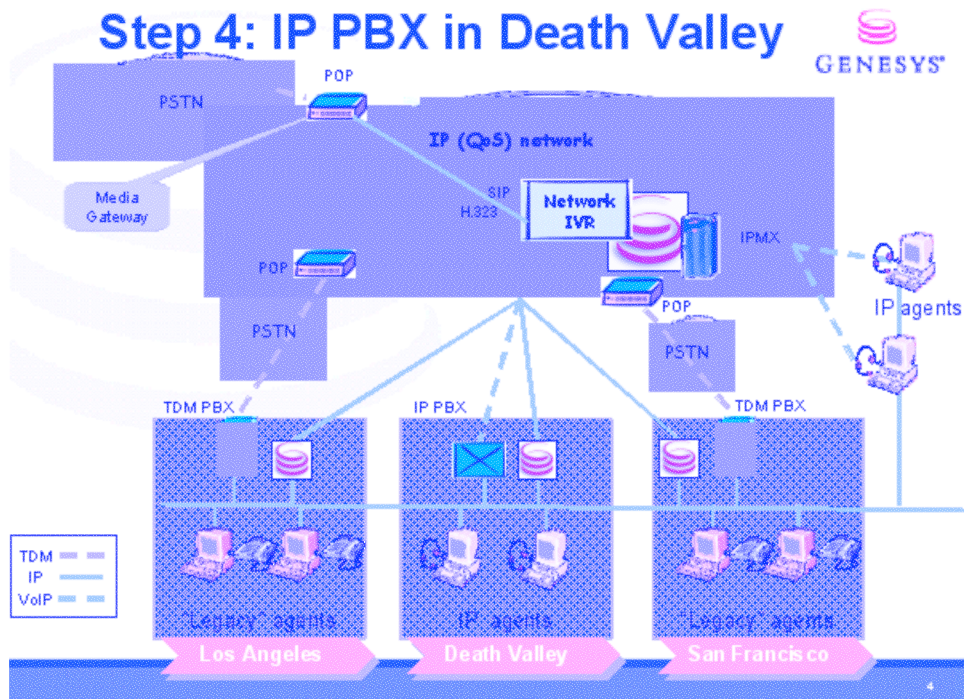
A smooth migration plan will be essential to the success of Kodiak's IP Telephony deployment. One of the distinct advantages of the above is Genesys experience with CTI which means the Contact Center can be implemented in such a manner that it integrates simultaneously with the existing TDM PBXs. Imagine that any user on any of these systems can be a multimedia agent. Any user can have a screen pop and other application typically available only to agents in the ACD queue.

2. Provide the business case for your solution based on Kodiak's goals, objectives, and business environment. You are free to include a competitive analysis. Please limit your answer to 500 words or fewer.
Genesys response: The Kodiak call center environment is currently facing a number of challenges. These constraints are preventing Kodiak from providing excellent customer service and maintaining market leadership in the competitive PC industry. Key goals include:

- Improve overall call center operations (one routing logic managing multimedia interactions)
- Provide excellent customer service
- Reduce telecommunication costs (multi-site transfer, tie lines, tool free, etc)

Genesys is pleased to have the opportunity to propose the Genesys open IP suite to alleviate the current constraints and support Kodiak's vision. Based on our understanding of the requirements presented in this RFI, Genesys is the only provider that can deliver a complete end-to-end integrated solution on an open platform that allows Kodiak to meet all of the stated requirements. With the Genesys Open IP solution, Kodiak will have the flexibility to create a truly blended multimedia, multi-channel environment while including remote agents to absorb unexpected

peaks of traffic. Kodiak, with its 3 locations and approximately 300 call center agents, will have the ability to:

• Treat all of the distributed resources as one Virtual Contact Center increasing agent utilization throughout the enterprise, thereby improving performance and reducing resources.
• Utilize customer profile and interaction data for intelligent processing of interactions, improving first-call resolution and shortening interaction duration.
• Eliminate the nuisance of requiring customers to repeat information they've already entered in an IVR or given to another agent.
• Enable agents to manage customer interactions across all communication channels including e-mail, Web, fax and telephone.
• Intelligently route to the appropriate agent or company resource based on business drivers such as service levels, revenue goals, individual customer value and demographic information, agent skill sets and company-wide business processes.
• Have the business rules in a single location for all media types to ensure a consistent customer experience and reduce support complexity.
• View all customer interaction at any time whether it is a call or email, regardless of media channels.
• Enhance decision support through enterprise monitoring and reporting.
• Provide centralized management of pre-integrated solutions, such as business applications, to streamline the support infrastructure.

Some of Kodiak's requirements could possibly be met with competing proprietary products and point solution vendors. However, Genesys believes --- as do our customers – that no other supplier can provide the level of an open, highly scalable, multi-tenant, multimedia, and multi-site routing and reporting platform *and integrated applications* across *any* combination of legacy, new and future infrastructure environments which our 3000+ customers enjoy today.

With Genesys Open IP suite, Kodiak will be able to migrate to IP at their own pace and support the existing infrastructure without an expensive forklift upgrade.

B. Routing
(business rules used to process and prioritize call center transactions)

1. Describe the business rules available to Kodiak to route multimedia messages to contact center agents. Limit your answer to 500 words.
Genesys response: An integral part of the Genesys routing engine (Universal Routing Server) is the routing strategies created in an integrated environment called Interaction Routing Designer (IRD).

> • In IRD, you create, test, modify, and load routing strategies.
> • Genesys routing engine is the server that executes routing strategy instructions

A routing strategy is a set of decisions and instructions that tells Genesys routing engine how to handle and where to direct interactions under different circumstances. Think of a strategy as a structured set of choice-points, each of which analyzes some aspect of the current interaction. This includes facts related to the interaction itself, the customer initiating the interaction, the state of the contact center, the particular point in time, etc.
At any given choice-point, only one of several possible outcomes can be true. Genesys routing engine determines which outcome is true and send the interaction along a specified route accordingly. Typically, a choice-point is represented graphically in a strategy by an object with one entry port, one error port, and one or more exit ports.

Interaction Routing Designer screenshot:
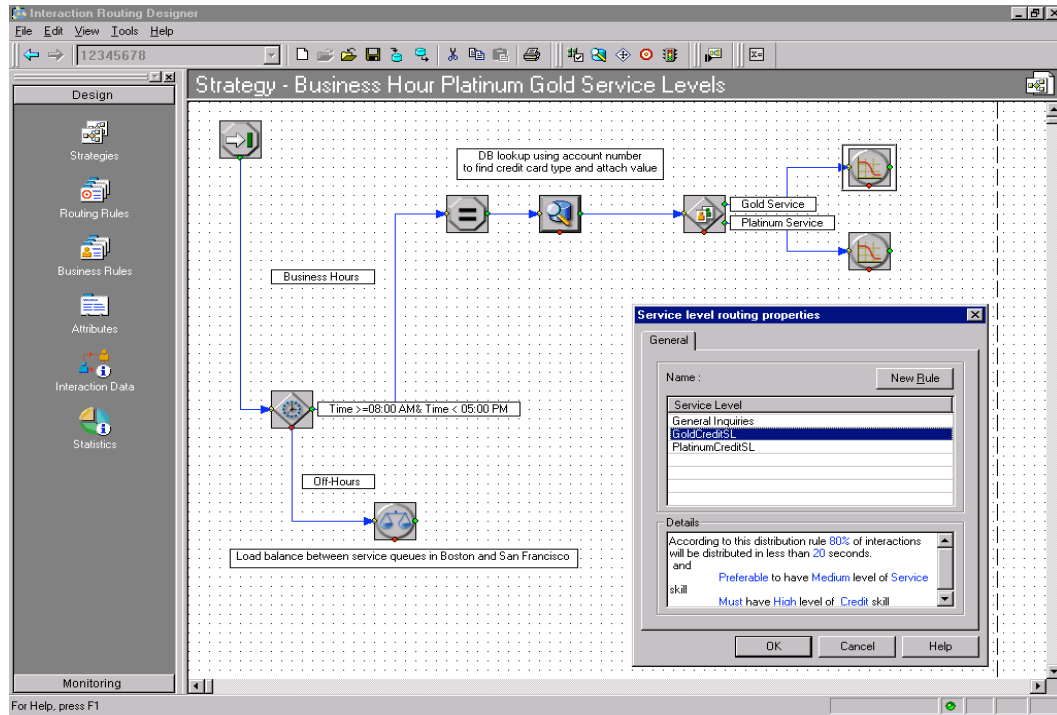
Capabilities of the Genesys routing engine include:

- Database-driven routing
- Skills-based routing
- Agent-level routing including workforce routing
- Virtual agent groups with priority routing across virtual queues
- Service-level routing
- Routing based on statistical values
- Multi-site routing
- Statistical routing
- Interaction business attribute assignment
- Priority tuning

The Genesys routing engine can route the movement of contacts, including voice calls, e-mails, and web chats both internally to Kodiak contact centers, as well as externally to outsourced vendors. In order for outsourced vendors to receive both contacts and associated attached data, the attached vendor must deploy a Genesys T-server into their environment. The extent to which attached data can be utilized by the outsourced vendor for call routing and screen pops is dependent upon the exact architecture the vendor has deployed.

2. Are there any differences between routing customer contacts over e-mail, fax, telephone, and the Web? In other words, do business rules (routing) apply to all multimedia contacts equally? If yes, please explain in 300 words or fewer.

Genesys response: Genesys' Universal Queue2 (UQ2) extends the power of traditional CRM applications by **providing integrated multimedia routing over the full range of communications media – phone, Email, fax and Web.** The same routing logic will apply to all interactions and Genesys' Universal Queue2 capabilities also enable Kodiak to develop sophisticated, value-driven customer segmentation and service-level routing strategies for a multi-site environment.

3. Can Kodiak share the same business rules across all sites?

Genesys response: Genesys routing engine (Universal Routing Server) is extremely flexible and allows contact centers to route based upon whatever business processes or rules Kodiak requires. A standard type of routing strategy that Genesys supports is skills-based routing, so that interactions are routed to the most appropriately skilled agent or agent group based on the needs of the customer. To determine the best agent or agent group to handle an interaction, Genesys routing engine evaluates:

- Customer information stored in a database
- What service the customer requests
- The skills of the agent group or the profiles of the available agents

Agent profiles include such things as skill types and skill levels. *Skill types* refer to the skills or knowledge an agent has in a particular area and may include language, customer service, and other skills needed for the contact center. *Skill levels* refer to an agent's level of proficiency for a particular skill. You specify agent skill types and skill levels in Configuration Manager.

Using Interaction Routing Designer (IRD) application, Kodiak can design strategies that segment interactions according to customer value (Customer Segment) based on data collected from a database and/or IVR-collected digits related to the service requested. You can then route these interactions to the agent with the best skill profile, which can be a combination of agent skills and skill levels to specifically meet a customer's needs.

You do not have to group together agents according to skill type or levels, by switch location, or ACD queue. Genesys routing engine stores the agent profiles and creates a list of agents available for each interaction based on the skills needed for handling the interaction. Genesys routing engine uses Stat Server to determine the most available agent who has these skills.

Genesys Inbound Voice and Network Voice handle agents from virtual contact centers (multi-site contact centers) as dynamic work groups formed according to the agent skill profile requested. **These dynamic work groups are transparent to geographical location and PBXs.**

4. Describe the difficulty and the tools necessary to make routing changes on a production system. Use 300 words or fewer.

Genesys response: All applications in the Genesys 7 suite operate on top of the Configuration Layer of the Genesys CIM Platform. This ensures that any configuration changes, such as agent skills, skill groups, routing targets, or other configuration **change is made instantaneously** in the configuration database and **routing strategies will immediately take those changes into account for routing contacts**.

Using Genesys Interaction Routing Designer, contact center managers and administrators can build and customize **multimedia routing strategies** through an easy-to-use, point-and-click graphical interface. Interaction flow strategies are built using a series of information retrieval, decision-making and target selection objects. Also, managers can manage and monitor their interaction flow and view real-time multimedia interaction distribution along the branches of a strategy to verify whether the strategy is routing interactions as expected. If changes need to be made, strategies can be adapted real-time without having to stop in-production interaction flow. Changes are made on the fly and go into effect immediately.

5. Are carrier-based pre-call routing options necessary to implement your solution? If so, please detail the routing required by carriers and which carriers are certified for your product. Limit your answer to 250 words.

Genesys doesn't require a carrier-based routing option. **Genesys routing engine supports both premise and/or network routing of interactions to the agent, depending on Kodiak's requirements.**

With Genesys Inbound Voice, all calls can be routed to one site for qualification and routing decision and then distributed to the right agent across multiple locations depending on their availability and skills.
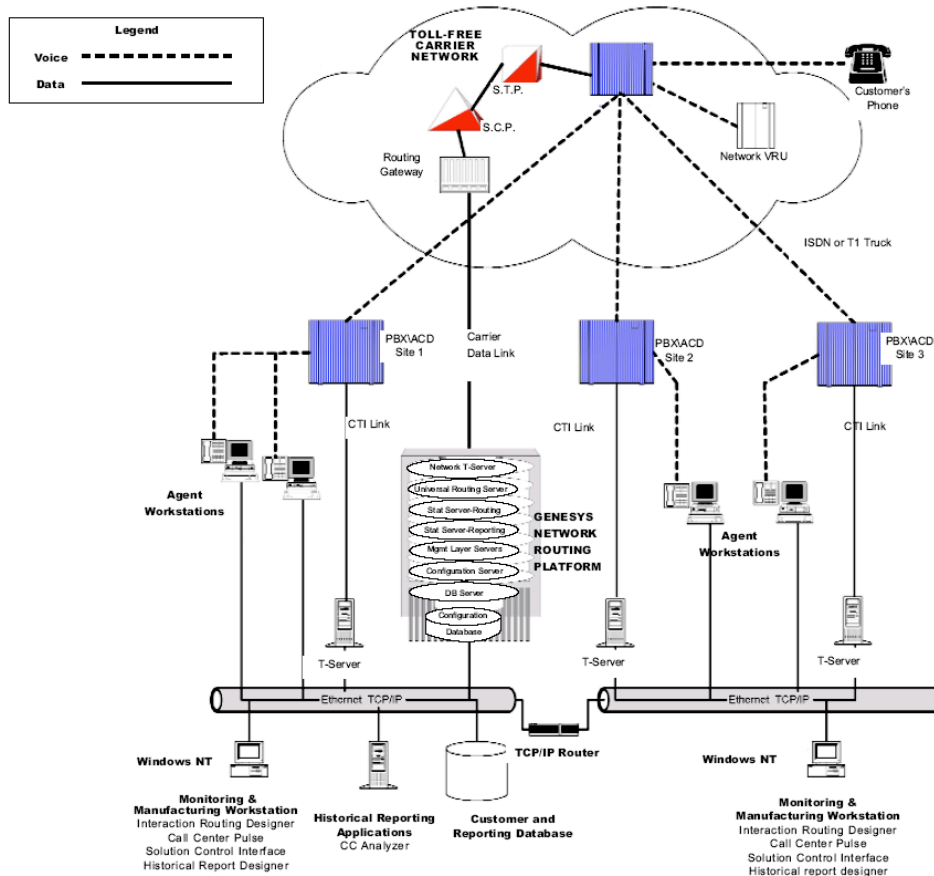
Genesys Network Voice interaction incorporates the same technology components as the Genesys Inbound Voice. The key difference is that Network Voice incorporates the additional capability to communicate to a network carrier to instruct it on where to route calls.

As of today, Genesys supports 5 network service providers in North America.

- AT&T - Intelligent Call Processing
- Bell Canada - Advanced Toll-free Gateway
- BT
- Sprint - Site RP
- MCI - 800 Gateway

By using Genesys Network Voice to route calls, the Kodiak's three locations are tied together to run as an efficient **virtual contact center**. Kodiak will experience cost savings by balancing the distribution of call load and minimizing the need for call transfers between the 3 sites. Additionally, customer service is improved with lower call wait times. With customer segmentation routing from the carrier network, the enterprise can capitalize on an improved relationship with its customers. As agents are more closely matched to the specific needs and desires of each customer by routing based on each customer profile, Kodiak will place the appropriate attention on each customer need and effectively educate customers on the additional products or services that could benefit the customer.

Genesys Network Voice Architecture:

Legend

Voice - - - - - - - -

Data ———————

TOLL-FREE CARRIER NETWORK

S.T.P.

S.C.P.

Routing Gateway

Network VRU

Customer's Phone

ISDN or T1 Truck

PBX\ACD Site 1

Carrier Data Link

PBX\ACD Site 2

PBX\ACD Site 3

CTI Link

CTI Link

CTI Link

Agent Workstations

Agent Workstations

GENESYS NETWORK ROUTING PLATFORM

- Network T-Server
- Universal Routing Server
- Stat Server-Routing
- Stat Server-Reporting
- Mgmt Layer Servers
- Configuration Server
- DB Server
- Configuration Database

T-Server

T-Server

T-Server

Ethernet TCP/IP

Ethernet TCP/IP

Windows NT

Windows NT

TCP/IP Router

Monitoring & Manufacturing Workstation
Interaction Routing Designer
Call Center Pulse
Solution Control Interface
Historical Report Designer

Historical Reporting Applications
CC Analyzer

Customer and Reporting Database

Monitoring & Manufacturing Workstation
Interaction Routing Designer
Call Center Pulse
Solution Control Interface
Historical report designer

6. When real-time response is indicted by voice and Web contacts, describe the system's ability to inform customers of their positions in the queue and the time remaining before a response? Limit your answer to 250 words.

The Genesys state model keeps track of average wait time for different media by virtual group, queue and skills. This information can be passed to the PBX, IVR or Web server running the Genesys Chat solution. If the PBX does not support passing the information back, the Genesys Voice Platform or another IVR can receive the time and read it to the customer via speech software. The information and the conditions that determine when to select a specific queue, group or combination of skills are highly configurable.

C. Queuing
(prioritization of routed contacts)

1. Can the system check the status of a queue prior to routing? Y/N
Genesys response: Yes

3. Can the system reroute contacts for changed circumstances, such as queue availability? Y/N
Genesys response: Yes

4. Can agents be interrupted from a current task to handle high-priority contacts? Y/N

Genesys response: Yes

5. Can contacts select an IVR self-service module and return to their place in the queue to talk with a Kodiak customer service, sales, or support agent? Y/N
Genesys response: Yes

D. Enterprise Integration

1. List the TDM-based PBX switches you support by vendor and model.
Genesys response: As of today, Genesys supports 48 TDM PBXs: Alcatel OmniPCX Enterprise, Aspect ACD, Avaya Communication Manager product line (S8100 formerly IP600, S8300, S8500 and S8700 Media Servers), EADS Telecom E Series, EADS Telecom Intecom M6880 PointSpan, Ericsson MS110, Nortel Communication Server 2000/2100, Nortel Meridian 1 Option 11, 51, 61, 81, NEC Small TDM, NEC Large TDM, Rockwell Spectrum, Siemens Hicom 300E, Siemens Hicom 300H, Siemens HiPath 4000 (including family: 4000, 4300, 4500,4900), Alcatel OmniPCX Office, Avaya INDeX, DataVoice Dharma, Delco ACD, EADS Telecom M6500 (family: 6501, 6540, 6550), eOn eQueue, Fujitsu F9600, Hitachi CX8000, Huawei C&C08, LG Starex-ACS, Mitel SX-2000, Mitel Networks MN-3300, Philips Sopho iS3000, Samsung IP-PCX IAP, Siemens HiPath 3000 (including 3000 through 3900 family), Siemens HiPath DX (formerly RealitisDX, formerly iSDX), Tadiran Telecom Coral Flexicom (formerly ECI Tel), Teltronics (formerly Harris 20-20), and Tenovis Integral 33 and 55.

2. List the IP PBX switches you support by vendor and model.
As of today: Genesys supports 23 hybrid/pure IP PBXs: Alcatel OmniPCX Enterprise, Aspect ACD, Avaya Communication Manager product line (S8100 formerly IP600, S8300, S8500 and S8700 Media Servers), Cisco CallManager, Ericsson MD110, Data Voice Dharma, NEC Large Hybrid (NEAX 2400 IPX), NEC Small Hybrid (NEAX 2000 IPS), Nortel Enterprise Succession 1000 (formerly Meridian), Nortel Communication Server 2000/2100 (formerly DMS-100 and SL-100), Philips Sopho iS3000, Siemens HiPath 4000 series, Alcatel OmniPCX Office, Avaya INDeX, Mitel MN 3300, Samsung IP-PCX IAP, Siemens HiPath 3000/DX, and Tadiran Coral.

3. List the ACD (Automatic Call Distribution) systems supported by vendor and model.
Genesys response: Same answer as question 1.

4. List the IVR (Integrated Voice Response) systems supported by vendor and model.
Genesys response: As of today, Genesys supports 10 IVRs: Aspect CCS, Avaya Conversant, Envox ShowNTel, Edify, IBM WebShere Voice, Intervoice-Brite Intersoft, Microsoft Speech Server, Nortel MPS 1000, Nortel MPS 500, and Nortel Periphonics VPS.

Genesys also offers its Genesys' Voice Platform™ (GVP), a software-based voice self-service platform that delivers next generation voice processing to meet sophisticated call routing and voice self-service needs. GVP is tailored to the needs of advanced self services such as automatic speech recognition (ASR) or text-to-speech (TTS).

GVP supports numerous Automated Speech Recognition engines and Text To Speech engines from market leaders such as ScanSoft, Nuance, and IBM providing Kodiak the flexibility to choose the best technology for an environment.

GVP improves the value proposition of traditional IVR systems with lowered costs and improved time to market for speech-directed voice applications, a standards-based VoiceXML (vXML) development environment, more personalized and dynamic customer interactions, and an

integrated approach to self-service, intelligent routing and agent-assisted service. GVP enables phone access to web-based content, facilitates consistent communications between voice and web support channels, eliminates redundant expenditures in disparate infrastructures, and delivers operational cost savings over proprietary IVR solutions. It also contains a robust set of management capabilities designed to support the operations of a highly distributed, multi-customer, multi-application network.

GVP is a future proof investment because this solution and all vXML-based business applications can transparently run on a TDM and/or IP infrastructure.

5. If you supply your own IP PBX, what features are supported? Check all that apply.
Genesys response: Although Genesys applications integrates with any telephony systems of the market (TDM, hybrid, and pure IP) or can be deployed **as a soft IP ACD** (leveraging an additional product, i.e. SIP Communication Server), Genesys does not provide a standalone IP-PBX product.   As a result, we will not be providing answers to this section of the RFI.

__Authorization codes
__Automatic callback
__Add-on conference
__Call waiting
__Paging
__Hoteling
__Automatic camp-on
__Automatic alternate routing
__Trunk callback queuing
__Uniform dial plan
__Night service
__E911 Support
__Class of service
__Class of restriction
__Intercom groups
__Group paging
__Directed call pickup
__Group call pickup
__Distinctive ring

6. List the VoIP gateways that you support by vendor and model. Include the signaling protocol supported with each model (e.g., H.323, SIP).
Genesys response: Genesys supports both SIP and H.323 gateway protocols.   Genesys has tested with the following gateways:
   • Cisco 53xx, Cisco 36xx, Cisco 26xx, Cisco 17xx, Cisco 3725
   • Radvision L2W-323/4E/4X and RadVision vialP
   • VegaStream Vega 100, VegaStream Vega5093
   • Alcatel OmniPCX integrated gateway – version: LIOE 4.1.1
   • VegaStream Vega5093
   • AudioCodes Mediant 2000
   • AudioCodes IPM 260

7. If you manufacture and sell your own VoIP gateway, provide the business case for it in light of Kodiak's goals and objectives in 300 words or fewer.
Genesys response: N/A. Genesys is a software-only solution that requires additional hardware components such as servers, agent workstations, media gateways or IP phones.

8. Does your solution certify or support integration with major messaging and/or collaboration packages? If yes, please select all the packages that apply.

Genesys response:

___ No (answer question 10)

_☑__ Yes, the following packages are supported: Unified Messaging solutions can be integrated into Genesys using a readily available SDK environment. Currently, Genesys is integrating with Asterisk's voicemail solution with a planned Q4 availability.

___IBM Domino/Notes
_☑_MS-Exchange/Outlook (Genesys Enterprise Telephony Server)
___Novell Groupwise
___Other (Please specify)

9. **If you answered "No" to Question 8**, what options are available to integrate an enterprise messaging and/or collaboration tool with the contact center? **Limit your answer to 300 words.**
Genesys response: N/A

10. Does your solution certify or support integration with fax server packages? If so, please select all the packages that apply.
Genesys response: Genesys CIM Platform also features an Open Media interface that supports the integration of virtually any interaction or process into the Genesys environment. Examples of Open Media could include 3rd-party email systems; faxes or custom media such as work items, scanned documents, e-learning segments, etc. Genesys Open Media gives Kodiak the added flexibility to integrate and leverage the industry's leading contact center infrastructure and costly agent resources with existing back office systems and processes for handling interaction types beyond the traditional voice, email, fax and Web, reducing integration costs within the contact center and optimizing agent resources.

___ No (answer question 11)
_☑_ Yes, the following packages are supported:
_☑_ Biscom
_☑__ Captaris RightFax
_☑__ Castelle
_☑__CopiaFacts International
_☑__ Esker Fax
_☑__ Faxback
_☑__ Faxcore
☑_ GFI Fax
_☑__ Interstar
_☑__ Omtool
_☑__ Softlinx
___ Other (Please specify)

11. If you answered **"No" to question 10,** what options are available to integrate an enterprise fax service with the contact center. **Limit your answer to 300 words.**
N/A

12. Does your solution certify or support integration with Web servers? If so, please select all the servers that apply.
Genesys response:

___ No
___ Yes. The following servers are supported:
_☑_ Apache

_☑__ MS-Internet Information Services
___ Sun Java Enterprise System
___ Zeus
_☑__ Other (Please specify): IBM Websphere

13. If you answered **"No" to question 12,** what options are available to integrate Web servers with the contact center? **Limit your answer to 300 words.**
N/A

14. Is there a separate code base and/or point of administration for the support of outbound calls to satisfy the "blended calling" requirement? Or is it fully integrated with the system?
Genesys provides full support for integration of inbound and outbound voice calls with its Inbound Voice and Outbound Voice solutions. Both inbound and outbound calls can also utilize the Genesys routing engine to determine the agent best able to handle the call. In addition, Genesys reporting is fully integrated into both the inbound and outbound solutions.

Agents are **not** required to log out of an inbound queue in order to take outbound calls. The solution is truly blended.

Blending interactions is a core feature of the Genesys CIM platform. Genesys routing engine can manage all interactions (inbound, outbound, email, chat, callbacks, faxes, etc) across the Kodiak virtual enterprise. Therefore, it can control the priority of all interactions relative to each other and it is aware of all agents in the enterprise. This means that it is very straight forward to create business rules that send outbound calls to an agent that normally handles inbound calls, when inbound call volumes are low.

Genesys provides out-of-the-box integration between its Inbound Voice and Outbound Voice solutions. In addition, Genesys also provides the ability to integrate inbound and outbound calls with other media types, including chat, email and "open media". "Open Media" provides the ability for Kodiak to integrate other media types (including scanned documents, faxes, third-party products, etc.) into the Genesys routing and reporting engines.

15. What operating system software is supported? Check all that apply.
Genesys response:

___ Linux
_☑__ MS-Windows
_☑__ UNIX (this includes AIX, BSD, HP-UX, Solaris, etc.)
___ Other (Please specify)

16. What relational (or other) database is supported? Check all that apply.
Genesys response:

_☑_ IBM DB2
___ MS-Access
_☑_ MS-SQL
___ MySQL
_☑_ Oracle
___ Postgres
_☑__ Other: Informix and Sybase

17. Is the database included with the call center or does the customer supply it? Check the appropriate response.
Genesys response:

___ Included in the call center application
_☑__ Supplied by the customer

18. Do you have connectors or established integration paths for back-end systems? Please check all that apply?
Genesys response:

___ E.piphany
_☑_ Oracle and Peoplesoft
_☑_ SAP
_☑_ Other: Siebel and Microsoft CRM

19. What tools are used to administer the system? Check all that apply.
Genesys response:

___ CLI (Command Line Interface)
_☑_ GUI (Graphical User Interface) 32-bit binary application
___ GUI 64-bit binary application
_☑__ Web-based administration
___ Other. (Please specify)

20. Do you supply a developer's tool kit with the call center?
Genesys response:

___ No
_☑_ Yes, gratis (T-Lib SDK)
_☑ Yes, at cost of: $14,000 per customer + $105 per seat

Genesys response: Genesys provides SDKs allowing access at multiple levels and with multiple technologies into Genesys components. SDKs offered by Genesys include:

- **T-Lib SDK** for providing access to the Genesys T-Server for the creation of agent desktop applications, softphones, etc. This SDK is provided with the Genesys Framework. Included in this SDK are interfaces and controls for development using ActiveX, Java and C/C++. Sample applications with source code are also provided.

- **Simulator Toolkit** provides the ability for customers to create test and development environments without requiring an actual PBX/ACD. PBX simulators are provided for the Avaya G3 and Nortel Meridian. These simulators can even be set up to simulate a multiple site, heterogeneous switching environment. In addition, the SDK also provides a Contact Center Activity Simulator, allowing customers to simulate high call center loads in order to test out the system.

- **Interaction SDK** for providing a full-featured thin client-based interface. The Interaction SDK provides full support for all Genesys media types, including voice, VoIP, email, chat, web callback, voice callback and outbound contact, including contact history. By using the Interaction SDK, Bank of America can integrate with their existing desktop and provide a true thin client, browser-based application, if desired.

- **Configuration SDK** provides access to the Genesys Configuration Server database. Using the Configuration SDK, customers have full access to the database (based on user security), including the ability to read, write and delete any object within the database.

- **Statistics SDK** provides access to statistics collected by the Genesys Stat Server (including custom statistics that may be based on Kodiak' business data), allowing applications to use these statistics to integrate with reader boards, provide the information to agent or administrative desktop applications, or create web-based real-time reports.

E. Computer Telephony Integration (CTI)

1. Describe the call center's integration with voice and data to attach data to call events. **Limit your answer to 300 words.**

The Genesys Telephony-Server (T-Server) receives events from the switch including call information such as ANI, DNIS, CED, etc. When T-Server receives a call that needs to be routed, it will send a route request to Genesys Universal Routing Server (URS) and will send it information about the call, including the ANI, DNIS, CED, any attached data, etc. A routing strategy can then perform a database lookup on the ANI matching it with a customer's phone number. If found, Genesys routing engine can then attach information about that customer to the Genesys attached data, such as Customer Name, customer value to Kodiak, etc. This information can then be used to help make a routing decision, as well as provide a screen pop to the agent. Attached data is sent in key-value pairs; that is, one element specifies the key describing the value. For example, AfterCall could be a key, and the text Processed the call for 10 minutes could be a value. Attached data stays with the call for the life of the interaction, and can be written to a database for further reporting on the call. More importantly, attached data is preserved during multi-site transfers.

2. Describe how the call center application integrates with agent desktops for efficient customer account management. For example, does the CTI component have application programming interfaces (APIs) to applications, or will custom development be necessary? **Limit your answer to 300 words and include a graphic of the desktop if applicable.**

Genesys is "open" in that we provide APIs and offer software development kits (SDKs) that allow our customers and partners to integrate tightly into the system as well as an out-of-the-box agent application.

Genesys provides libraries, services (Service-Oriented Architecture) and toolkits on leading technologies such as Java and .NET to integrate to 3rd-party desktop or build an agent desktop from scratch.

Below is a list of integration points into Genesys. Of these, Genesys is recommending that Kodiak utilize the *Interaction SDK* for integration with its applications. The rest of the information below is provided for Kodiak's information as to the availability of other Genesys interfaces.

C/C++ – Genesys provides C/C++ libraries as part of its *TLib SDK* which is provided as part of the proposed solution at no additional charge. These libraries allow the development of applications that communicate with the Genesys T-Server using the native TLib protocol.

Java Controls – provides ability to create softphone applications using Java. The Java Controls are provided as part of the *Genesys TLib SDK*, which is provided as part of the proposed solution at no additional charge. A sample softphone application including full source code is provided.

Interaction SDK – The Interaction SDK will allow Kodiak to develop custom agent desktop interaction management applications using Native Java Beans. This J2EE compliant application allows Kodiak to integrate into its existing applications. The Interaction SDK can be used to create true thin client applications requiring no footprint on the agent workstation, as well as thick client applications. It supports multimedia types (including inbound voice, outbound voice, callback, email, and web chat).

The latest release of the Interaction SDK provides a set of Interaction multimedia services available via SOAP, as an addition to the native Java object interface. Web Services are exposed through the Genesys Interface Server (GIS) which is also used in the Genesys Configuration SDK and Statistics SDKs.

The diagram below shows the architecture of the Interaction SDK:
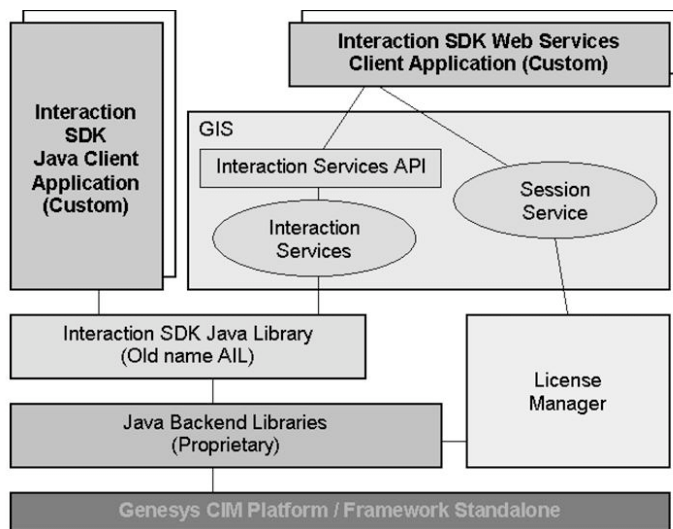
.NET Toolkit – The Genesys Agent Desktop .NET Toolkit provides a set of .NET Windows-Form-Controls (GUI) as well as supporting lower level general purpose .NET component library (Services). This SDK is primarily intended for customers developing agent desktop applications associated with Genesys software implementations using Visual Studio.NET IDE. However, Services .NET library could be used for general-purpose projects, including server side integrations. It comes with Genesys .NET Server, build on top of Interaction SDK, that enables sizable deployments while using the power on server side and RAD on client side.

The diagram below shows the architecture of the .NET SDK:
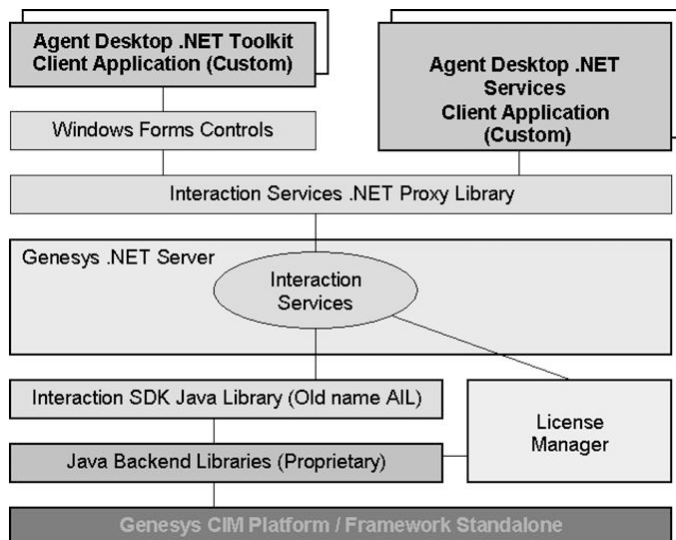
3. List business applications that will integrate with your system, along with a brief summary.
Genesys response: Genesys is an open platform that integrates with any 3rd-party business applications such as CRM, HR systems, ERP, Business Intelligence, Contact Center Performance Management, etc.

4. List software vendors not mentioned above, in question 3, with which you have established partnerships.

Genesys response:
- IBM
- Business Objects
- Hyperion
- AIM Technology
- Merced Systems
- VoiceObjects
- ScanSoft
- Nuance
- SpeechWorks

5. Provide additional comments about the current or planned business value of support for third-party integration. **Limit response to 100 words.**

Genesys response: Genesys also offers a SIP Interoperability Lab to support our IP partners with a test environment that can be accessed remotely (via Internet) and used to validate interoperability with our SIP Communication Server. With this environment, partners are able to connect their SIP devices (VoIP gateways, IP Phones, etc.) and run (Genesys provided) testing scenarios with support from Genesys engineering.

6. Describe how agents are alerted to incoming e-mail, fax, and Web messages on their desktops. For example, does a screen pop up, or does the agent have to toggle to another application to observe a queue? **Limit your answer to 250 words. You have the option to include a graphic of the desktop integration.**

Genesys response: For customers who do not have a desktop application or want to replace their existing desktop application and do not require full CRM functionality, Genesys offers an out-of-the-box application called Genesys Agent Desktop (GAD).

Genesys Agent Desktop unifies the way agents and supervisors can manage customer contacts in a truly blended multimedia environment. It adds efficiencies that maximize productivity and reduce costs associated with training and administration.
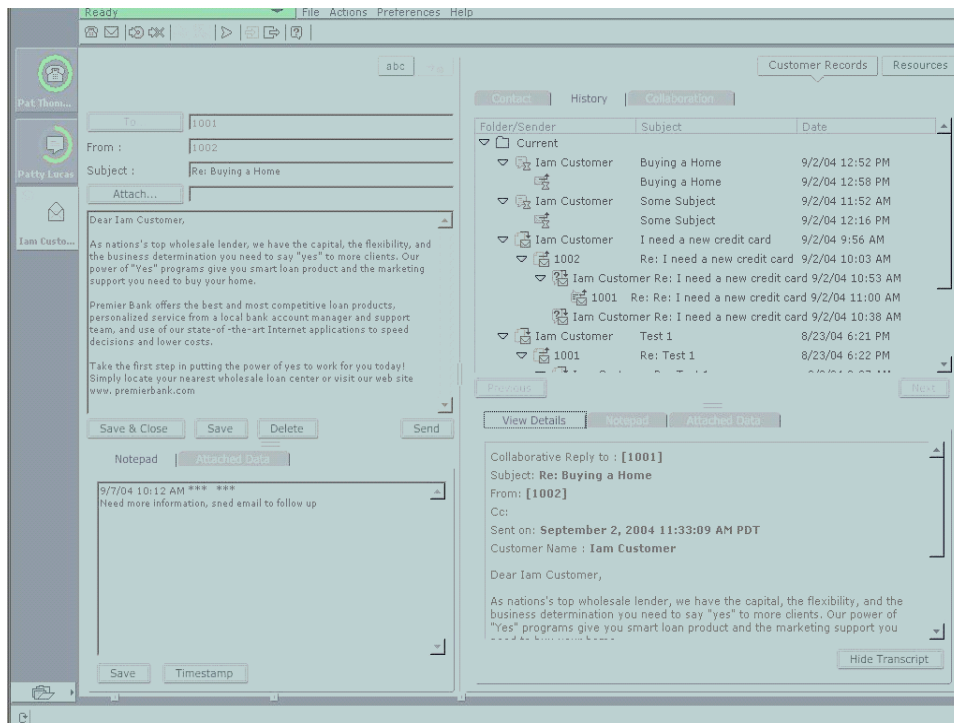
On one screen, Agent Desktop allows agents to successfully handle multiple customer interactions simultaneously across a variety of channels, making the contact center and its agents more efficient during each transition. By unifying and coordinating the flow of data within one window, Agent Desktop reduces the agent's mouse clicks. By not having additional windows open, the agent's productivity increases within the contact center.

Agent Desktop displays customer history information via screen pop, for multiple interactions (email, voice, and Web) in an integrated view. It also includes a batch navigation system that allows the agent to toggle between interactions and maintain the contact center's customer inquiries. Agent Desktop also provides management tools, such as an "Organizer" and "Spell Checker" to help maintain the quality of the agent's responses.

Agent Desktop has a highly flexible design and can be easily integrated with existing enterprise systems. It may be used as an out-of-the-box application handling all multi-media interactions or, if the contact center's environment changes - moving to an operational CRM application over time – Agent Desktop's integration with Siebel, SAP and PeopleSoft through the Genesys GPlus Adapters, allows a smooth migration.

7. Describe how Web interactions and real-time support for chat sessions get routed to agents in their different locations. Is the same routing routine applicable to all the Kodiak sites? MUSA
Genesys response: Yes. Genesys' Universal Queue2 (UQ2) extends the power of traditional CRM applications by providing integrated multimedia routing over the full range of communications media – phone, Email and Web. The same routing logic will apply to Web and chat interactions and Genesys' Universal Queue2 capabilities also enable Kodiak to develop sophisticated, value-driven customer segmentation and service-level routing strategies for a multi-site environment.

8. What standards are supported for CTI? Check all that apply.
Genesys response:

_☑_ CSTA (Computer-Supported Telephony Application)
_☑_ H.323
___ HTML
___ MVIP (Multi-Vendor Integration Protocol)
_☑__ SIP (Session Initiation Protocol)
_☑_ TAPI (Telephone Application Programming Interface)
___ TSAPI (Telephone Services API)
_☑__ VoiceXML
_☑_ XML
_☑__ Other: Most tier one PBXs proprietary link such as ASAI, symposium, etc

F. Telecommuting

Kodiak would like to give call center employees who live in the Bay area and in the Los Angeles basin the option to telecommute from home via their broadband connections. The company wants to provide the flexibility for those in the call center to be able to work from home in a seamless manner. There will also be 50 additional telecommuters hired on a seasonal basis. Provide details on what the telecommuting strategy will be for Kodiak after they implement the IP Contact Center.
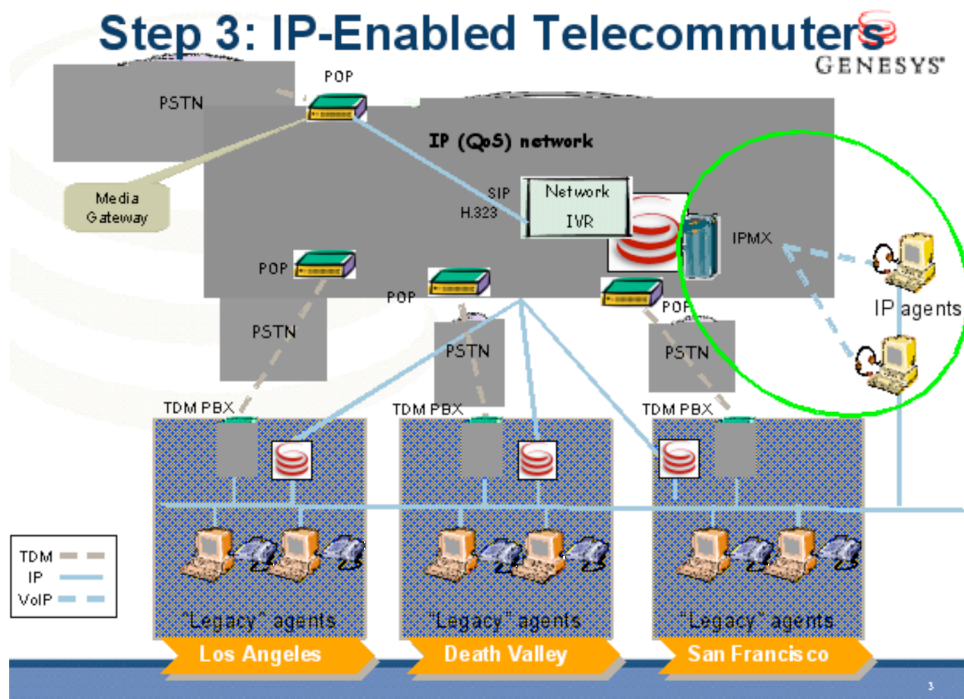Genesys response:

1. Provide name of telecommuting product: Genesys IP Media eXchange (IPMX)

2. Provide per employee price for telecommuting product: Please refer to section J 3 (step 3) for this pricing information

3. Provide a diagram of your proposed telecommuting solution.
Genesys response:
Kodiak's telecommuters will have the option to choose from two different workstation configurations:
   • SIP hard phone from Cisco, Pingtel, Polycom, etc with a softphone running on their PCs
   • Multimedia PC (with USB connection and headset) with SIP softphone

Step 3: IP-Enabled Telecommuters

4. Describe how you provide the telecommuter solution in a secure, functional environment. **Limit response to 150 words.**

Genesys recommends to use a PPTP (Point-to-Point Tunneling Protocol) connection between the agent desktop and the corporate LAN for both voice and business data.

Remote users can access their corporate networks via any ISP that supports PPTP on its servers.

PPTP encapsulates any type of network protocol (IP, IPX, etc.) and transports it over IP. Thus if IP is the original protocol, IP packets ride as **encrypted messages** inside PPTP packets running over IP.

G. Scalability

Kodiak recognizes that there physical limitations to everything--even their heat sinks. Share the physical limits to your call center below. If a limit does not apply to your solution or business model, please state that and tell us why **in 50 words or less**.

Genesys solutions have no physical limit on the number of users that can be configured and utilized on the Genesys applications. We recommend Kodiak work closely with Genesys or Genesys partners to adequately size the hardware and network infrastructure that Genesys applications will be implemented on in order to support this number of users.

1. What is the maximum number of call agent seats/licenses per active system?
General recommendation is to not exceed 1,000 seats per server. Multiple servers can be deployed to increase the overall solution scalability. The hard limit is 8,000 seats per server.

2. What is the maximum number of trunk groups and ports (or lines) that can be configured per system?
N/A

3. What is the maximum number of calls per hour per system that can be supported?

Genesys offers the most scalable call center software in the industry, with the ability to route nearly 1 million calls and more than 40,000 e-mails per hour. Genesys software is scalable from a few agents, up to many, many thousands of agents. Genesys has customers using our solutions for over 20,000 agents. The number of agents that can be supported by the proposed solution is limited only by the size of the server(s). Genesys software can be distributed across multiple server platforms, as it utilizes TCP/IP for all of its internal messaging. Each component, or multiple components, can be supported on each server. This has benefits in terms of maximizing a customer's investment in any computer hardware. If the system requirements demand that more computing resources are required, an additional computer can be added and software modules can be distributed across all of the available resources.

Some of the reasons that Genesys software is so scalable are:
- Use of client-server architecture
- Use of TCP/IP for internal messaging
- No reliance on any system specific functions
- Efficient low-overhead real-time software

4. What is the total number of routing rules that can be configured per system?
Genesys response: Unlimited.

5. What is the maximum number of virtual agents (telecommuters) per system that are able to work from home?
Genesys response: The general recommendation is 1,000 seats per server, up to 15 servers. The total telecommuters' solution scalability is 15,000 seats.

6. What is the hard limit to real-time or historical reporting?
Genesys response: Unlimited

7. Is there a maximum number of skills that can be defined per system in skills-based routing?
Genesys response: Unlimited

8. What is the maximum number of preferences available to identify a skill in skills-based routing?
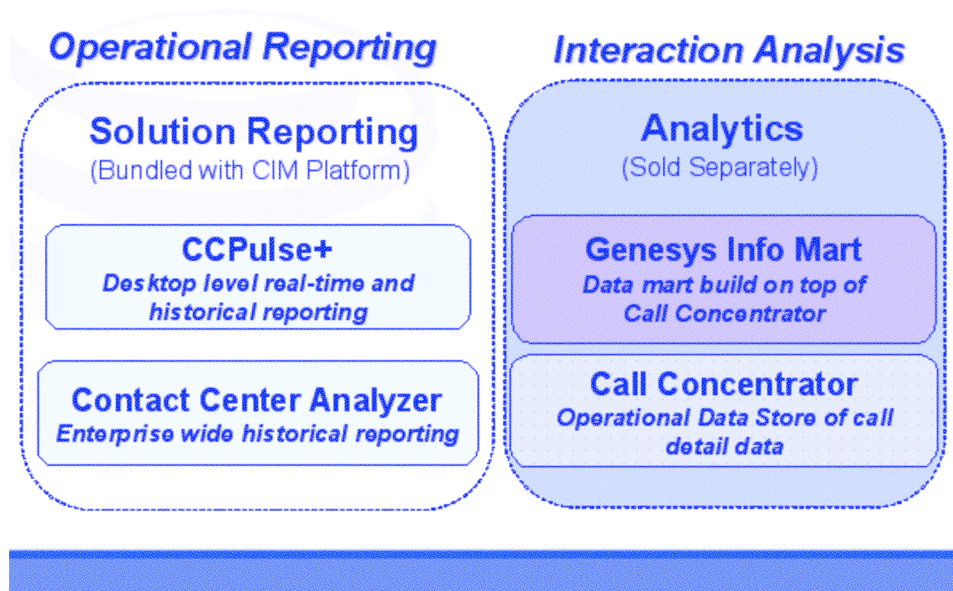Genesys response: Unlimited

H. Reporting

1. What features are available to monitor call center activity? For example, is there support for real-time event monitoring, are there features to view and report queues that service multiple channels (i.e., voice, e-mail, fax, and Web), and can supervisors monitor and record agent activity for quality assurance or compliance with federal and state law? **Limit you answer to 250 words.**
Genesys reporting offering can be split into two main groups: Operational Reporting and Customer Interaction Analysis.

Genesys R&A Product Overview

Operational Reporting

Solution Reporting
(Bundled with CIM Platform)

CCPulse+
Desktop level real-time and historical reporting

Contact Center Analyzer
Enterprise wide historical reporting

Interaction Analysis

Analytics
(Sold Separately)

Genesys Info Mart
Data mart build on top of Call Concentrator

Call Concentrator
Operational Data Store of call detail data

Solution Reporting provides real-time and historical reporting capabilities to Genesys Interactions and consists of two main products: Call Center Pulse+ (CCP+) and Contact Center Analyzer (CCA). Solution Reporting is bundled with the Genesys CIM Platform at not additional charge. Solution Reporting utilizes the aggregate statistics generated by Stat Server as data input for its reports.

- CCP+ is a desktop level reporting product that provides both real-time and historical reporting capabilities. CCP+ is intended for Contact Center Supervisors and Contact Center Managers who are responsible for running Contact Center operations. CCP+ provides a customizable desktop that can show aggregate statistics in real-time and historical reports.

- CCA is an enterprise-level reporting product that provides historical reporting capabilities. Both CCP+ and CCA work on aggregate data that is provided by Genesys CIM platform via Stat Server.

A second group of products is grouped under customer interaction analysis.

- Genesys Info Mart combines the data from all Genesys data sources into a single easy-to-use-and-access data mart containing the details of all interactions. Genesys Info Mart provides an enterprise-wide access to customer interaction details so that all contact center stakeholders (executives, contact center managers, business analysts) and other associated departments have a uniform visibility into customer interactions. Genesys Info Mart does a lot of heavy lifting in collecting, cleansing and delivering interaction, configuration and agent data from different Genesys data sources, which helps customers avoid developing and maintaining expensive custom data mart solutions. Genesys Info Mart provides an open architecture and ultimate control to business users, who can utilize Info Mart in a variety of ways including static or on demand reports, analytical applications, executive dashboards, and enterprise data warehouses.

Call recording/quality monitoring is supported via 3rd-party integration with recording and capture vendors. Upon short list and demo scheduling, we can include this partnership with the bid.

2. Is business data available through the reporting module used for the call center? Y/N
Genesys response: Yes

3. Can reports run on regular schedules? Y/N
Genesys response: Yes

4. Can reports be automatically published for review in HTML or other formats for review by supervisors, etc.? Y/N
Genesys response: Yes

5. What file formats can you export reports to?
Genesys response: Excel, HTML, flat file.

I. Business Summary (Optional)

You may use this section to summarize the business value that you are providing that you were not able to cover in any of the above sections. You may also use it to make additional recommendations or comments on the RFI. **Limit your answer to 200 words.**
Genesys response: Introduction to Genesys Open IP contact center applications suite.

Genesys has been developing communications software for over 15 years. Built from an open platform technology, Genesys delivers robust solutions in the largest enterprise contact centers as well as within many large service provider networks. Genesys IP communication solutions support two main deployment models:

- Genesys solutions can be deployed behind 3rd-party telephony equipments such as TDM PBXs/ACDs, hybrid PBXs or pure IP PBXs leveraging a CTI link

- Genesys solutions can also be deployed between a VoIP gateway and IP endpoints to deliver a software-based ACD using Session Initiation Protocol (SIP) as the main communication protocol between the different hardware components. Our flagship offering, called Genesys SIP Communication Server provides the foundation for Genesys to support off-the-shelf hardware and makes use of our feature-rich application suite that has previously been deployed within the contact center. This new SIP Communication Server, combines with the power of the Genesys Customer Interaction Management (CIM) Platform can scale up to 15,000 endpoints and offers a turnkey 100% software-based SIP ACD solution, running on "off-the-shelf" hardware.

-

J. Pricing Summary and Totals

1. Describe the business model used to market and sell the call center? **Limit your answer to 50 words or less.**
Genesys response: The way Genesys licenses his software is per enabled workstation regardless of the user profile. Agent or supervisor doesn't matter.

2. Is the system purchased through direct sale, resellers, and/or channel partners?

Genesys response: Genesys sells our solutions through the distribution channels that benefit our customers most. This often is based on customer demand as well as channel expertise. Channels we sell through include our direct sales force, large system integrators reselling VARs and managed service providers.

_☑_ Direct sale
_☑_ Certified Resellers
_☑ Channel Partners
_☑_ Resellers
__ Other (Please explain)

•   3. Estimate the cost of the call center for Kodiak's 300 call agents.
Genesys response:
Genesys is a software-only vendor, and does not provide hardware. Genesys solutions reside on off-the-shelf hardware components. Hardware specifications can be provided upon further discovery of Kodiak's requirements.

The table below summarizes the Genesys software cost estimate for Kodiak's 300 call center agents is the following:

Step 1: Virtualize Kodiak's contact center resources

RECOMMENDED SOFTWARE	QTY (PER SEAT)	UNIT COST	TOTAL COST
Genesys Inbound Voice interaction	300	$368	110,250
Genesys Email interaction	300	$420	126,000
Genesys Web Media interaction	300	$350	105,000
Genesys IVR Interface (legacy IVR integration)	? Number of IVR ports missing	$420	TBD
Genesys Open Media (Fax server integration)	300	$350	105,000
Genesys Interaction SDK (Fax server integration)	1	$14,000	14,000
Genesys Agent Desktop	300	$263	78,750
Genesys Customer Interaction Management Platform (multi-site)	300	$1,400	420,000
Total for 300 agents			**$959,000**
Total per agent			**$3,196**

Step 2: Centralized self-service capabilities

RECOMMENDED SOFTWARE	QTY (PER PORT)	UNIT COST	TOTAL COST
Genesys Voice Platform NE	? Number of IVR ports missing	$1,680	TBD
Total			**TBD**

Step 3: Telecommuters IP solution

RECOMMENDED SOFTWARE	QTY (PER SEAT)	UNIT COST	TOTAL COST
Genesys IPMX	100	$420	$42,000

Genesys Customer Interaction Management Platform (multi-site)	100	$1,400	$140,000
Genesys Agent Desktop Web	100	$263	$26,300
Total			**$208,300**

4. Estimate the cost for the first year of maintenance and support.
Genesys response: Genesys cost for the first year of maintenance and support is 20% of the net license price.

5. Do you provide on site training?
Genesys response:

___No
_☑_Yes (answer question 6)

6. If you provide on site training, what would be the cost to train approximately 200 Kodiak agents and supervisors?
Genesys response:
• Agent training using Genesys CBT for Agent Desktop is 100 USD per agent.
• Supervisor training for approximately 20 supervisors (ratio 1:10 agents to supervisor), Genesys recommends four onsite 1 day classes around real-time and historical reporting with CC Pulse and CC Analyzer. The list price would be 600 USD per student and training. Discounts are depending on the specific partner or customer agreements.

If necessary, Genesys University can provide a mobile classroom which allows teaching and testing without any negative impact to the implementation. The mobile classroom environment can be customized and reflect the customer implementation.

VII. Vendor Information

1. How long have you been in business?
Genesys is the #1 provider of call center software and has delivered open, flexible, comprehensive call center software for over **15 years,** pioneering the development of computer telephony integration and contact center software and developing a range of award-winning products for live support and self-help.
Genesys is headquartered in Daly City, California, USA, with 45 offices worldwide.

2. What is the size of your organization by number of employees?
Genesys has approximately 1,100 employees worldwide.

3. How long has the product been shipping?
Genesys 7 Suite has generally been available since Q2 2004.

4. Do you provide onsite support for installation and configuration?
Genesys can provide direct support for installation and configuration or use a partner to provide these services. Genesys can act as prime or sub for the engagement. It is recommended that customers take the appropriate Genesys University courses to maximize the transfer of information during implantation.

5. In how many cities do you provide onsite support?

Genesys can provide installation and configuration in any location; however in some geographic areas a partner may be used. Genesys Professional Services can also provide a Technical Account Manager as an onsite resource after the implantation.