SERVION

GENESYS CONTACT CENTER SOLUTIONS

The all-in-one CX solution that delivers AI-powered, personalized experiences

Crafting CX solutions
www.servion.com

Genesys is the global leader in cloud customer experience and contact center solutions, orchestrating billions of remarkable customer experiences through the power of the cloud, digital, and AI technologies. There's a reason it's a leading platform for seamlessly integrating voice and digital channels — empowering agents, delighting customers, and creating better business outcomes.

GENESYS™

Gold Partner

Servion, a Genesys Gold Partner, is an end-to-end service provider that provides consulting services, implementation, migration, integration, and managed services across Genesys's contact center solutions covering contact center software, omnichannel CX, routing, chatbots, voice bots, application integration, workforce engagement, reporting, and analytics.

As a full-service provider, Servion covers the entire gamut of Genesys products, including:

Genesys Cloud CX™

Genesys Multicloud CX™

Pointillist®

Consulting Services

Implementation & Integration

Managed Services

Consulting-services	**Implementation & Integration**	**Managed Services**

Our CX experts will review your existing operational KPIs, workflows, processes, and technologies and map them to your business goals and strategic roadmap. Based on the study, they will develop optimization strategies and identify improvement opportunities and technology recommendations to help meet your business objectives.

Servion's trained and certified team will leverage unique methodologies, tools, and an agile approach to quickly deploy or migrate from your current contact enter platform to the Genesys contact center solution. Servion's superior system integration capabilities will also ensure that your existing enterprise applications, including CRMs, SharePoint portals, customer portals, and more to the Genesys contact center solution.

We offer the support you need to keep your contact center running at peak performance. As an experienced managed services provider for Genesys, Servion offers 24×7 end-to-end proactive managed services, including service requests, Level 1 and level 2 troubleshooting incidents, and value-added services.

Why Servion?

- **Certified Gold Partner: Servion offers unrivaled** value and expertise to deliver a personalized customer experience (CX) to our customers through our world-class Genesys Certified resources

- **Connectors & System Integration Capabilities:** Our system integration expertise and readily available connectors help enterprises bridge the gap between their contact center platforms, CRM platforms, and other digital channels

- **Contact Center Domain Expertise:** Over 25+ years of experience in providing contact center and customer experience solutions

- **Managed Services:** We go beyond the traditional support and cover outcome-based agreements. From reactive break-fix services to proactive and predictive analytics, Servion offers a complete suite of 24x7 managed services, on-premise and in the cloud

- **Flexible Engagement Models:** Nimble and flexible in providing engagement models that work best for our customers

For more than 25 years, Servion has been trusted by customer-centric brands for designing, building, running and optimizing Contact Centres and Customer Experience (CX) solutions. Our 1100 CX professionals apply their passion and deep domain expertise to the entire design-build-run-optimize solution lifecycle. For more information, visit https://servion.com/.

SERVION

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