



#AskAzentro - Did you know ?

Azentro Launches Genesys Cloud

Want to know more
about how Azentro
can help your
business



PH: 1800 888 555

The easy all-in one contact centre solution for business

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

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

QUEENSLAND - SOUTH AUSTRALIA - NORTHERN TERRITORY



Genesys Cloud transforms the contact centre experience, enabling you to connect and deliver the fast and seamless resolutions customers expect across all voice and digital channels.



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

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

AI-Powered Innovation

With Genesys Cloud, you can benefit from the power of AI with improved customer experiences, greater agent efficiency, rapid revenue growth and enhanced operational performance.

Intuitive self-service

Help customers to resolve issues faster with 24/7 self-service and agent-assisted service.

Workforce engagement

Boost employee engagement and productivity with native, AI-powered workforce engagement tools.

Tool integration

Gain a complete 360-degree view of the customer by bringing together data from all platforms, devices, and more.

Platform flexibility

Take control and adapt Genesys Cloud to meet your business needs as both an application and a platform.

Outbound campaigns

Improve campaign performance while keeping agents productive, costs low and contact rates high.

Third-party apps

Browse hundreds of pre-built CX applications and integrations in our AppFoundry marketplace.

Robust API tools

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

Unified communications

Use the WebRTC Softphone to connect agents, teams and sites quickly and securely using only a browser and a headset.

Security and resiliency

Keep conversations secure and your business running smoothly.

Certified and compliant world-wide

Genesys Cloud continuously works to meet ever-changing global compliance and certifications standards.

Contact Azentro today
and speak to a specialist



azentro[®]
DATA+MOBILITY+VOICE

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