

Genesys Transition Package

Elevate your customer experience in the cloud

Customer Experience (CX) is the new battleground for differentiation. Old, on-premises and hosted systems do not give you the flexibility and agility to deliver the experience your customers demand. NICE CXone is ready to help you move to the cloud and deliver exceptional customer experiences.

MODERNIZE YOUR CUSTOMER EXPERIENCE PLATFORM, NOW

It is time to move to the future and leverage the power of a true cloud native platform—one that comes with instant scale, flexibility and openness to innovate. Choose a customer experience platform that delivers a true digital-first omnichannel experience to your customers, operational consistency across global sites and enhanced experience for your agents.

- Stop paying for more than you use: switch from hosted to cloud native model and pay-as-you-go.

- Eliminate complex, lengthy upgrades: roll out new features instantly.
- Make changes quickly: one admin tool with easy routing changes that business users can make, not IT.
- Gain greater reliability and flexibility: Instant hot failover and scalability across all your sites.
- Enable consistent multi-site operations: Get global routing and reporting across channels and sites.
- Scrap clunky, bolt-on solutions and eliminate multi versions: with a true all-in-one, unified solution.
- Protect your future: with an industry-leading, financially solid partner.

NICE CXone provides the most complete cloud customer experience platform with omnichannel routing, workforce optimization, analytics—all unified on a single enterprise-grade cloud platform.

GENESYS TRANSITION EXPERTISE FROM OVER 500+ GLOBAL MIGRATIONS

With over 500+ successful global migrations, we have continuously honed and refined our transition process and methodologies. Our customers have achieved excellent business results as early as 60 days after the transition.

Over 500+ global migrations, including:



Largest & oldest bank in Latin America

10,000 Agents



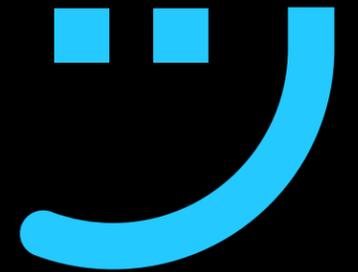
Large healthcare insurer

1,450 Agents



Large truck leasing

1,100 Agents



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1-866-965-7227

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“We had a great implementation team from NICE CXone, especially from a development perspective, which made our transition really simple. CXone is also far more stable than our old platform. Overall, moving to NICE CXone is going to reduce our costs, or keep them the same, and we’re going to have a lot more functionality than we had before.”

Doug Klees
Head of Customer Care
MoneyGram International

MAKE YOUR TRANSITIONS RISK-FREE AND SEAMLESS

Harvesting from multiple global transitions we have built comprehensive and repeatable Genesys-specific processes, toolkits and accelerators that map Genesys terms, agent states, call flows and KPIs to NICE CXone. They are built to ensure every transition stage is successful and thorough—right from Pre-sales, Discovery, Design, Implementation, Onboarding to Support. Some of the specific toolkits we have across these stages include a Genesys-specific Prospect Discovery Questionnaire at Discovery phase, a Genesys-specific Business Requirements Document mapping Genesys terms to their NICE CXone equivalents during the design phase, top Genesys parity reports and several custom reports at implementation phase and Genesys-specific agent and supervisor transition trainings at onboarding stage, just to name a few. And there is continuity and handshakes across every single stakeholder from Sales Engineers, Solution Architects, Implementation Managers, Onboarding Managers and Customer Success Advisors.

Our toolkits and accelerators ensure the process is repeatable, scalable and reliable.

- Transition expertise and continuous feedback across all transition phases—from pre-sales to go-live and continued success from deep understanding of your Genesys transition needs.
- Thorough discovery process with transition toolkits and accelerators mapping various Genesys key terms.
- Faster onboarding and ramp up clearly addressing change in agent and supervisor experience from Genesys to CXone.
- Shorter time to value with assured business continuity from prebuilt parity reports and additional custom reports to continuously measure and improve on business metrics.

GAIN A PARTNER FOR CONTINUED BUSINESS SUCCESS

We partner with contact center leaders at every step of their journey to ensure business value realization and long-term success.

- Exceed CX goals consistently with a designated Customer Success Advisor working on periodic and personalized business reviews to ensure you exceed your CX goals, consistently.
- Get faster support with lesser effort through industry leading support model based on a single point-of-contact working in collaboration with a cross-functional technical team instead of the common tiered support model. Get a global 24/7/365 omnichannel technical support (via preferred channel—phone, chat, electronic case) and access to an active online Customer Community that features an enterprise-class knowledge base.
- Customize your Service Experience with monthly subscription packages that range from convenient self-service support to full-service, enterprise-class “white glove” support with onsite options for all customers.

Delight your customers and lower your costs today! Start your transition journey with us, now!

About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center—and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform—and elevate—every customer interaction.

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