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ºº GENESYS™

Pexip Video Connect for Genesys

Delight customers, improve agents' efficiency, and build digital trust by video-enabling your contact centers.

Pexip helps you keep customers happy by providing faster issue resolution and more personalized interactions. By offering video interactions, you can provide seamless omnichannel support to differentiate and grow your business.

Delight customers:

- Customers can start a video session from chat or an audio call
- Join video session in one click from the browser with no download required
- Customers get hands-on support in the channel they prefer

Improve agents' efficiency:

- Integrates natively into workflows so agents never have to leave Genesys' platform
- Agents can access recording and analytics tools within video sessions
- Sentiment analysis remains intact

Build digital trust:

- Secure (Can host in a private cloud for ultimate control over your data)
- Compliant (Native call recording and transcription)
- Custom branding options include logos, watermarks, and waiting room video playback

Pexip natively embeds video inside the Genesys contact center, providing a seamless experience for your customers or citizens. Since all video, recording, and analytics tools stay inside a single window, it's easy for agents to access everything they need in one place. You can customize the solution to put your brand in the spotlight -- from watermarks to videos shown in waiting spaces -- and maintain control of your data with self-hosted deployment options.

Pexip Video Connect for Genesys is ideal for industry-specific use cases including:

Government
Improve the citizen experience when delivering services like tax, employment, refuge, and collections

Healthcare
Deliver better patient care through triage and nurse hotlines

Retail
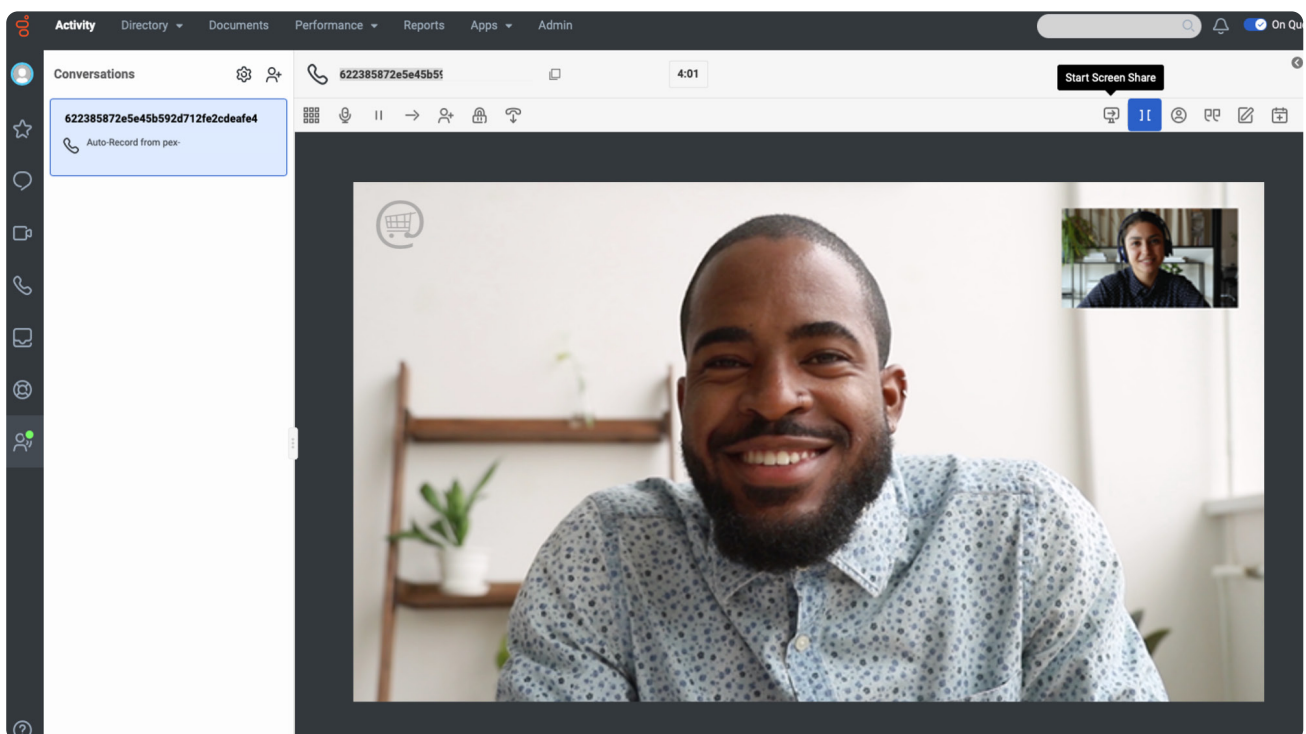Guide customers as remote assistants and troubleshoot issues faster

Banking
Deliver financial advising and mortgage assistance

Manufacturing
Provide real-time resolutions for engineering and support

Insurance
Speed up claims resolutions

Contact center agents see video embedded in their Genesys platform with familiar buttons and controls

Want to learn more?

Contact your Genesys or Pexip representative to get started today.