



Genesys Offers 30-Day Free Trial of Premier Edition

Genesys Premier Edition – Virtual Contact Center delivers best-in-class cloud contact center functionality for Small to Mid-Size Contact Centers

DALY CITY, CA, April 14, 2014 — Genesys (www.genesys.com), a leading provider of multi-channel customer experience and contact center solutions, today announced a free 30-day trial for the [Genesys Premier Edition – Virtual Contact Center \(VCC\)](#), an industry-leading cloud offering designed to enable small and mid-size contact centers of up to 250 seats to deliver exceptional, high-value customer experiences from the cloud.

Small and mid-size businesses are increasingly turning to cloud-based contact center solutions that can power differentiated and personalized customer service experiences across a variety of channels – including inbound and outbound voice, chat, email and social.

“We wanted to offer a free trial to the marketplace to show businesses how fast and easy it is to stand up the cloud-based, Genesys Premier Edition that combines an easy-to-use IVR and industry leading contact center capabilities,” said David Rennyson, Executive Vice President, Genesys Cloud. “By giving organizations the ability to test drive the Genesys Premier Edition, they can experience firsthand the benefits of moving to the cloud including: increased competitive advantage, agility and significant cost savings.”

How it Works

The Genesys Premier Edition – Virtual Contact Center (VCC) is a pure cloud contact center offering built to be agile, quick to deploy and easy to use. Built on the proven, industry-leading [Genesys Customer Experience Platform](#) and optimized with intuitive interfaces, Premier Edition delivers world-class IVR and routing capabilities for consistent, seamless and personalized self-service and human-assisted interactions.

With Genesys Premier Edition, businesses can manage the end-to-end customer experience and optimize efficiency and performance with a mobile-accessible supervisor desktop, real-time metrics, reporting and call monitoring.

Availability

The Genesys Premier Edition – Virtual Contact Center (VCC) 30-day Free Trial is available now in North America, Canada, the United Kingdom and Ireland. Learn more and [request your free trial](#).

About Genesys

Genesys is a leading provider of multi-channel customer experience and contact center solutions. With over 4,500 customers in 80 countries, Genesys orchestrates more than 100 million customer interactions every day across the contact center, front and back office. Genesys helps customers power optimal customer experiences that deliver consistent, seamless and personalized experiences across all touchpoints, channels and interactions.



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