

Seamless communications from Genesys and Zoom

Integrate the Genesys Cloud CX™ solution with Zoom Phone and Zoom Meetings to make customer support collaboration seamless.

Find the expert you want. Know they're available. Connect with a single click.

Learn more at genesys.com/zoom →

Why it matters

57%

of employees consider time spent switching between applications as a primary barrier to getting things done.



70%

of employees are looking to work in more agile ways.



86%

of businesses consider the impact of the employee experience on the customer experience of great importance.

Gartner

How your business benefits

Collaborate in real-time

- Connect agents and subject matter experts when it matters most.
- Make real-time collaboration easier with seamless voice and video.

Boost team productivity

- Enable agents and teams to use Genesys Cloud CX or Zoom from a single interface.
- Eliminate toggling between systems.

Improve customer experience

- Address customer needs faster through seamless collaboration.
- Boost your resolution rates and customer experience.

“Our employees are constantly flipping from one application to another to communicate and collaborate. We believe this will help us resolve customer issues faster and on the first contact.”

Douglas Walker,
Vice President and Director of Infrastructure and Services, Sentinel

Solution Overview



ABOUT GENESYS

Every year, Genesys orchestrates more than 70 billion remarkable customer experiences for organizations in more than 100 countries. Through the power of our cloud, digital and AI technologies, organizations can realize Experience as a Service™, our vision for empathetic customer experiences at scale. With Genesys, organizations have the power to deliver proactive, predictive, and hyper personalized experiences to deepen their customer connection across every marketing, sales, and service moment on any channel, while also improving employee productivity and engagement. By transforming back-office technology to a modern revenue velocity engine Genesys enables true intimacy at scale to foster customer trust and loyalty.

Visit us at genesys.com or call us at +1.888.436.3797

Genesys and the Genesys Logo are registered trademarks of Genesys. All other company names and logos may be trademarks or registered trademarks of their respective holders. © 2019 Genesys. All rights reserved.

Enable seamless calls and transfers between Genesys Cloud CX and Zoom Phone users

- Use Zoom Phone as your carrier for inbound, outbound, and internal voice calls.
- Simplify call routing with artificial intelligence (AI) capabilities in Genesys Cloud CX.
- Find an expert to help anywhere in your organization.
- Solve problems faster with the unified directory, presence, and click-to-call features.

Create seamless back-office communications and collaboration with Zoom Meeting

- Encourage collaboration between agents and experts across your company.
- Provide employees with powerful collaboration tools within a single interface.
- Directly join a Zoom Meeting room from Genesys Cloud CX without leaving the Genesys solution.

Keep your customers close. Keep your co-workers closer.

- Break down barriers that prevent true connection and collaboration.
- Boost your team's productivity and solve customer problems faster.
- Get started with your Genesys Cloud CX, Zoom Phone and Zoom Meetings today.

"Our employees already use both solutions today, and a closer integration means they'll be able to work together easier, such as initiating a Zoom video meeting from within their Genesys Cloud CX instance."

Henry Svendblad,
Chief Technology Officer, Company Nurse