



Genesys Cloud CX

Reviews, tips, and advice from real users



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Product Recap



Genesys Cloud CX

Genesys Cloud CX Recap

Genesys Cloud CX is a comprehensive customer experience platform that enables businesses to deliver exceptional service across all channels.

With its advanced features like omnichannel routing, AI-powered chatbots, and real-time analytics, it empowers organizations to provide personalized and efficient customer interactions.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“The integration capabilities are very good. It is API-based and offers prebuilt integrations.”



PeterDunkley

BA at Rise Asia Technology Limited



“The integration of CTI within the IT system is a particularly valuable feature.”



AB370

Manager, Customer Experience Country (France) at Stellantis



“The most valuable feature for me is the WFM tool.”



Mohd Omar

Contact Center Chief Specialist at Department of Finance - Dubai



“Genesys Cloud CX has very good training material and training – instructor-led training, self-paced training, and documentation – things are very organized and helpful.”



ABHAY MISRA

Senior Principal Consultant at Moksa Technologies Pvt. Ltd.



“Genesys Cloud is an excellent platform.”



David Blackshaw

Genesys Consultant at Virgin Media



“What's most valuable in Genesys Cloud is that it's easier to use because everything is already built. Another valuable feature of Genesys Cloud is drag-and-drop.”



Verified user

Senior Genesys Engineer at a tech vendor with 10,001+ employees



“The stability is really good.”



Daniel Calatrava

Genesys Cloud Consultant / Software Engineer at Hightelecom

What users had to say about valuable features:

“The most valuable features include being an omnichannel solution with customer journey insights, full reporting, and continuous updates based on consumer feedback through their portal..”

Verified user

Product Manager at a computer software company with 5,001-10,000 employees

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“There are several valuable features in Genesys Cloud. Firstly, its comprehensive single application includes everything from reporting to IVR and workflows. Secondly, the default workflows provided, like callback and survey flows, are handy. Thirdly, the reporting and quality management features help in monitoring and improving agent performance. Lastly, the easy integration process, including with third-party applications through Genesys AppFoundry, is a big plus..”

Manan Gupta

Management Consulting Analyst at a consultancy with 10,001+ employees

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“Genesys offers many improvements across the piece. Generally, all of them improve somehow, especially if you move from legacy solutions. The real-time analytics feature has impacted decision-making by providing visibility to service SLAs and understanding customer journeys.

Additionally, the integration capabilities are very good because it is API-based and offers prebuilt integrations. The speech analytics and customer sentiment analysis are ongoing projects..”

PeterDunkley

BA at Rise Asia Technology Limited

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“The solution has expanded a lot. Initially, it started with a call and voice channel; however, now, it is mostly used for digital channels like email, web chat, social media, and chatbots.

The solution is simple to set up.

The solution is stable and reliable.

It can scale well.

They offer good integration with other services.

The latest version and updates have been great. It really has everything we need. .”

Mohammed Khaleel

Senior CX Genesys Systems Engineer at Jathwa

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“The best thing about Genesys Cloud CX is that it's designed specifically for contact centers and offers robust reporting capabilities.

It also has a great marketplace for integrations with different third-party applications like Salesforce, Zendesk, and HubSpot.

I appreciate how **easy it is to integrate** with Genesys and utilize its **out-of-the-box AI features**.

Deployment and customization are also easy and straightforward.

Furthermore, I like the intelligent routing in Genesys Cloud CX, along with the flexibility between skill-based and queue-based routing.

These are valuable, contact-center-focused features. Finally, if the customer is already using AWS and has applications there, Genesys Cloud CX integrates easily with the AWS ecosystem..”

ABHAY MISRA

Senior Principal Consultant at Moksa Technologies Pvt. Ltd.

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“Though I still like some of the features of the on-premise solution, Genesys Engage, what's most valuable in Genesys Cloud is that it's easier to use because everything is already built and existing compared to the on-premise solution that you still have to deploy.

For example, you must ask the Linux team to set up the servers in Genesys Engage. You must start installing the applications from scratch, including every component of Genesys Engage. Because of the pre-installed applications, you don't have to do this in Genesys Cloud. You just have to pay for the services you're using. You're not paying for the whole system or environment, so Genesys Cloud is much cheaper because you only pay for what you use. You don't have to buy the entire solution.

Another valuable feature of Genesys Cloud is drag-and-drop. For example, if you're deploying and developing a new IVR system, it's not complex on Genesys Cloud because you can drag and drop, while the on-premise solution requires you to write Java code and use Composer. On Genesys Cloud, you can use some APIs and do drag and drop to build and complete the IVR system within a couple of hours, versus doing it on Genesys Engage, which takes about a week to complete. Genesys Cloud is more efficient and easier to use and saves time, money, and effort.

I also like that Genesys Cloud is similar to an omnichannel, where you can use different features or services, such as reporting, recording, or chatting. Deploying recordings is easier on Genesys Cloud than on Genesys Engage, where you have to use and integrate a third-party application such as Verint, which is irritating. If there's an issue, you have to open a case with two vendors, Verint and Genesys, so the recording is easier on Genesys Cloud as it doesn't require extra configurations from your side..”

Verified user[Read full review](#) 


Senior Genesys Engineer at a tech vendor with 10,001+ employees

Other Solutions Considered

“Before, there was no Genesis cloud. It was an on-premise solution called Pure Connect. That was what we used. A few years before that, it was Interactive Intelligence. Around 2015, Pure Cloud came into the picture. A few years later, it was acquired by Genesis. Initially, we were partnered with the Pure Connect product with Genesis..”

Mohammed Khaleel

Senior CX Genesys Systems Engineer at Jathwa

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“Before Genesys Cloud, I worked with Genesys Engage, the on-premise product that was the predecessor to the cloud version. Many companies, including telecom, banking, and insurance, relied on Genesys Engage for their business needs. However, with the market shift towards cloud-based solutions, Genesys is phasing out the on-premise product, making cloud-based solutions like Genesys Cloud the new standard..”

Manan Gupta

Management Consulting Analyst at a consultancy with 10,001+ employees

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“I am currently doing an evaluation of both Five9 and Microsoft solutions. With Five9, I have a bit of experience and the Microsoft solution so far does look quite interesting. I view these two products as competitive products to Genesys Cloud. Next, I will be doing a migration project of Genesys on-premises onto Genesys Cloud. It could be interesting to ask whether or not Genesys Cloud is necessarily the right solution to move to from Genesys on-prem or any other cloud solutions..”

David Blackshaw

Genesys Consultant at Virgin Media

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“My company previously used the on-premises solution from Genesys called Genesys Engage. Still, it's migrating to Genesys Cloud now and using the Amazon Cloud solution, which is better when compared to the on-premises solution.

Not all my customers use Genesys Cloud, though, because some use Amazon Connect, a cloud call sensing application. In contrast, another customer used Avaya and then switched to Cisco because the customer found Cisco easier to use for both engineers and agents..”

Verified user

Senior Genesys Engineer at a tech vendor with 10,001+ employees

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“Some other solutions in this area are NICE inContact, Amazon Connect, TTECH, and Humanivai. Compared to all of these, Genesys is a leader. With NICE inContact, the scripting is quite complex compared to the Genesys Cloud architecture. The Genesys user interface is user-friendly whereas the NICE UI requires some training and you must be implementation certified before moving to a project in NICE. Amazon Connect is still releasing most of its features. Their solution is user as a service only so there are no licensing costs so Genesys Cloud is costly relative to that. Amazon Connect is the cheapest, but Genesys Cloud has an edge in AI and other features..”

RohitYadav

Global Lead CTI Engineer at a tech services company with 11-50 employees

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ROI

Real user quotes about their ROI:

“The realization for Genesys is mid-implementation yet past implementations have shown benefits such as global MI, secure payments, and working remotely..”

PeterDunkley

BA at Rise Asia Technology Limited

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“ROI is vital, though I don't know much about the ROI numbers for Genesys Cloud because I'm technical. I don't belong to the commercial side, which focuses on the ROI..”

Jesus-Flores

Subject matter expert at a tech services company with 11-50 employees

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“The ROI is really good with some of our clients. Their profit margins have increased using the solution because of the additional contact they have with their clients..”

Daniel Calatrava

Genesys Cloud Consultant / Software Engineer at Hightelecom

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“When it comes to this solution and its ROI, every customer I have worked with over the last 20 years has always ended up in a situation where they are very happy with the platform and consider it to be money well spent. Genesys Cloud always does the job that they wish it to do..”

David Blackshaw

Genesys Consultant at Virgin Media

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Use Case

“We are a VRS service partner of Genesys and we implement the solution for our clients. We are partners and integrators of Genesys and I'm a global lead CTI engineer. .”

RohitYadav

Global Lead CTI Engineer at a tech services company with 11-50 employees

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“We provide the solution to multiple customers.

Genesis Cloud is being used purely as a call center solution for customer service, customer experience, and for contact centers..”

Mohammed Khaleel

Senior CX Genesys Systems Engineer at Jathwa

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“We primarily use Genesys Cloud CX for handling customer service operations, where agents receive calls directly through the platform, manage cases, and ensure consistent communication with customers..”

AB370

Manager, Customer Experience Country (France) at Stellantis

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“My primary use case for this solution is creating a platform to move from an old AVIA platform onto the new Genesys platform and transfer all the agents, strategies, reports, and everything else involved. The platform itself was built by Genesys Professional Services, but we are configuring the platform in its entirety to do what we needed it to do..”

David Blackshaw

Genesys Consultant at Virgin Media

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“We use Genesys Cloud CX to facilitate customer interactions and gather feedback. Agents request feedback from customers through evaluation forms, which include ratings and comments on the interaction. Supervisors monitor conversations and provide coaching based on the feedback received. This helps improve agent performance and overall customer satisfaction..”

Manan Gupta

Management Consulting Analyst at a consultancy with 10,001+ employees

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“We provide solutions to customers in industries such as healthcare, banking, consumer electronics, retail, and even telecom. Initially, we provided on-premises Genesys Engage solutions.

However, three years ago, we switched to Genesys Cloud CX. Since Engage is approaching its end of life, we are no longer proposing on-premises solutions.

Our customers use it for interactive voice response, calls, chat, SMS, and email. These are the channels where we are providing solutions. Our customers use it for support, sales, and similar purposes..”

ABHAY MISRA

Senior Principal Consultant at Moksa Technologies Pvt. Ltd.

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“The deployment process can vary. We started by onboarding business units with simpler requirements first, followed by complex integrations. The setup involves aligning with different partners' methods, typically between nine to 18 months..”

PeterDunkley

BA at Rise Asia Technology Limited

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“ As compared to on-premises deployment, a cloud implementation is less difficult. It also depends on the level of complexity and the features the customer wants. Sometimes there are specific requirements. Deployment is not super easy but it's not too difficult either. .”

RohitYadav

Global Lead CTI Engineer at a tech services company with 11-50 employees

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“Setting up and deploying Genesys Cloud isn't complex. You can complete the process within two hours. You create an agent, and a number, then assemble the IVR system. The older solutions required an entire team to do this or a single person who takes a week to complete the process, but on Genesys Cloud, you can do it through a single person in two hours. It isn't as complex as it used to be..”

Verified user

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Senior Genesys Engineer at a tech vendor with 10,001+ employees

“The deployment process is very complex. You have to determine which applications you need and the size those applications for the quantity of calls that they will be taking. You then have to configure those applications. The whole process from building the platform and migrating all the agents across onto it and all the calls to go through it took about 10 months, which is, as I say, quite a significant process..”

David Blackshaw

[Read full review](#) 

Genesys Consultant at Virgin Media

“The initial setup is very easy. It's not that difficult.

Deployments depend on the business requirement. A basic contact center can be deployed within one day. It's pretty fast to get up and running.

We can configure and connect everything from our side..”

Mohammed Khaleel

Senior CX Genesys Systems Engineer at Jathwa

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“In my experience, the deployment of Genesys Cloud was relatively easy compared to on-premise solutions. However, it depends on the project's complexity and budget. Typically, a team of specialists is involved, including IVR, reporting, support, and business development experts. The team size varies based on project requirements and can range from one person to multiple specialists.

Genesys is fully deployed in the cloud. With the cloud product, everything is integrated into one single application, making deployment and integration much simpler. Unlike the on-premise product, which requires separate applications for different functions like IVR, reporting, routing, and databases, the cloud version consolidates everything into one platform.

Genesys Cloud requires ongoing maintenance, especially if there are change requests from the client side. For example, if the client wants to expand their business to include social media or multimedia channels, or if they request additional features like outbound calling or web messaging, maintenance personnel are needed to implement these changes..”

Manan Gupta

Management Consulting Analyst at a consultancy with 10,001+ employees

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Customer Service and Support

“The technical support is average. Genesys provides support through technical partners, not directly. This setup is not ideal, and I'd prefer direct support from Genesys..”

Mohd Omar

Contact Center Chief Specialist at Department of Finance - Dubai

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“In the South African region, customer service response time may be influenced by the small percentage of customers, leading to longer wait times for change requirements..”

Verified user

Product Manager at a computer software company with 5,001-10,000 employees

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“Technical support is excellent. They really help out when we have issues with the cloud. They tend to jump on the issue so that things are resolved fast..”

Mohammed Khaleel

Senior CX Genesys Systems Engineer at Jathwa

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“Technical support for Genesys Cloud is a nine out of ten for me, though it would still depend on the case. My company hasn't faced complex cases related to Genesys Cloud. On the on-premise solution, however, some issues have been complex, and tickets have remained pending for a month, but that didn't happen with Genesys Cloud..”

Verified user

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Senior Genesys Engineer at a tech vendor with 10,001+ employees

“There are multiple points – like during deployments or integrations – where we usually have some queries or need guidance from Genesys support.

The technical support is excellent. They are upfront. Also, it depends on the client. The larger the client, the company likely has better support. .”

ABHAY MISRA

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Senior Principal Consultant at Moksa Technologies Pvt. Ltd.

“We were using Genesys Cloud support the whole time. When you try and do something a little bit different and you find a problem, you open a ticket with Genesys and they help you resolve your problem. In case there is a bug, they will identify it and ensure that there is a new release as quickly as possible. Our maintenance team is working with Genesys support the entire time. I would rate their customer support team a 10 because they are responsive. When you raise a ticket, they will reach out within hours, and usually, you will have a solution to the issue within 24 hours. They have a very responsive customer support team..”

David Blackshaw

Genesys Consultant at Virgin Media

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Other Advice

“Based on my experience, I would recommend Genesys Cloud CX to others as it effectively performs its intended function.

I'd rate the solution eight out of ten..”

AB370

Manager, Customer Experience Country (France) at Stellantis

[Read full review](#) 

“Before adopting Genesys, consider your working model and core stack. Certain features or products might suit specific needs better.

Overall, I rate Genesys a nine out of ten. I have completed over 50contact center deployments..”

PeterDunkley

BA at Rise Asia Technology Limited

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“We're partners.

The product, being on the cloud, is always automatically updated. We don't need to worry about manually updating the solution.

I'd recommend the solution to others.

It is very simple for a customer to use as there is no need for any infrastructure and no need for any special engineers. Genesis will provide only one small device and it's very easy to get going.

I'd rate the solution nine out of ten. .”

Mohammed Khaleel

Senior CX Genesys Systems Engineer at Jathwa

[Read full review](#) 

“The benefits of Genesys Cloud became evident right after we started using it, especially with its flexible licensing options tailored to our needs. For instance, with options like CX One, CX Two, and CX Three licenses, we can scale features based on our agent capacity and contact center requirements. This flexibility ensures we only pay for what we need, whether it is basic inbound capabilities or advanced features like quality management and workforce management.

My advice for new users of Genesys is to familiarize themselves with the basic tasks and troubleshooting procedures. Sharing documentation and providing training can help them get up to speed quickly. As for recommending Genesys to others, absolutely—I believe it is one of the fastest-growing technologies globally.

Overall, I would rate Genesys Cloud CX as a ten out of ten..”

Manan Gupta

Management Consulting Analyst at a consultancy with 10,001+ employees

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“My advice would depend on various factors/requirements: call volume, chat volume, and how big a customer support system you want to implement. Based on that, whether it's a small, medium, or large size, Genesys Cloud CX supports everything. But we have to check the ROI part as well.

If you're just implementing it for five agents and are spending a huge amount on Genesys Cloud CX, it might not be beneficial. If you have very simple requirements for call routing and basic reporting, then I would suggest going for cheaper solutions, like Amazon Connect or Five9.

But if you want a very contact center-centric solution where you have a medium to large contact center, with complex routing, heavy reporting, and workforce management – a lot of factors come into the consolidation – then Genesys Cloud CX would be the preferred solution where you will get the ROI on the solution.

Based on the level of flexibility, overall features, and functionalities, I would rate Genesys Cloud CX somewhere around nine out of ten, with ten being the best. .”

ABHAY MISRA

Senior Principal Consultant at Moksa Technologies Pvt. Ltd.

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“My company uses Genesys Engage, the on-premises solution, with two years of experience, but it is currently migrating to Genesys Cloud.

My company is a Genesys partner, so whenever I have a Genesys Cloud issue or open a ticket, I open it as a partner.

Genesys Cloud is deployed on Amazon or AWS Cloud, and my company has servers at the data centers, so deploying and troubleshooting server issues is my company's responsibility. If there's a server issue, figuring out the issue and

troubleshooting lies with my company. I open a case with the Genesys support team for Genesys Cloud issues, and support will solve the issue. My company pays for Genesys support, so this helps save on effort because I don't have to troubleshoot and involve multiple teams. You only need one team, the development team, and for other troubleshooting steps, it's Genesys who'll cover it.

One engineer can deploy Genesys Cloud. Another engineer can design the IVR system and create the agent skills and access groups, which is more complex, so it could take eight hours to complete. In reality, two engineers would be enough for Genesys Cloud deployment.

Maintaining Genesys Engage requires a team of twenty or more, but maintaining Genesys Cloud only requires five people.

Everyone's going cloud right now, so my company is migrating to Genesys Cloud, the same as other companies do, so usage of the solution is extensive.

I advise anyone looking into implementing Genesys Cloud to start with learn.genesys.com or Genesys University to get more information about the product. The documentation for Genesys Cloud is much easier to understand, and the product is explained well on the website, so it's not difficult to learn. It would be best if you started with that, then tried implementing Genesys Cloud in a lab environment before deploying it on the call center. Watch the videos and read the Genesys Cloud documentation first.

My rating for Genesys Cloud is eight out of ten because there's still room for improvement, but it's usable..”

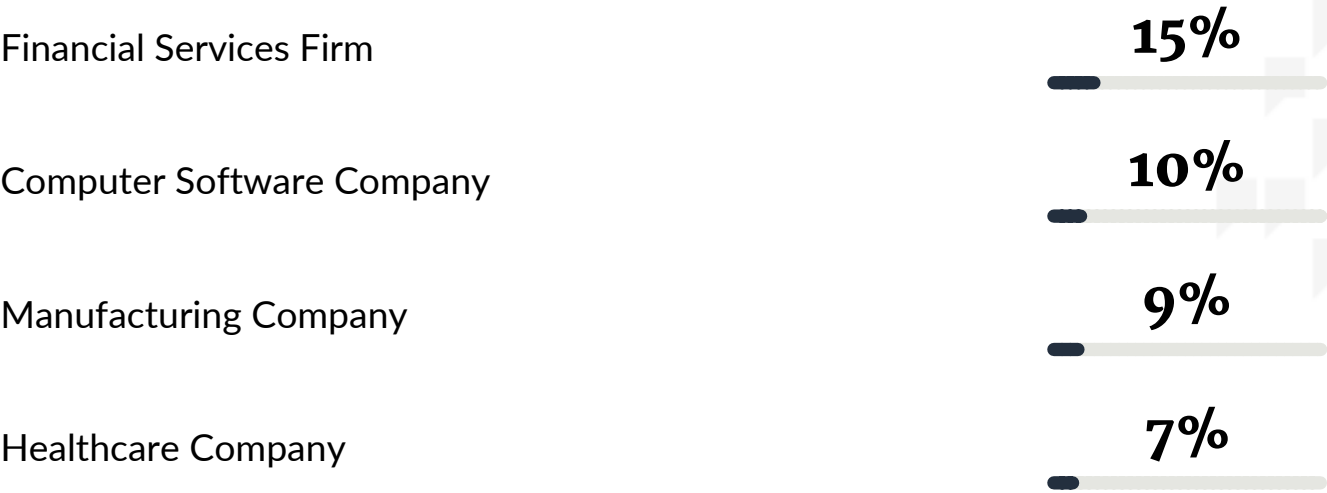
Verified user

Senior Genesys Engineer at a tech vendor with 10,001+ employees

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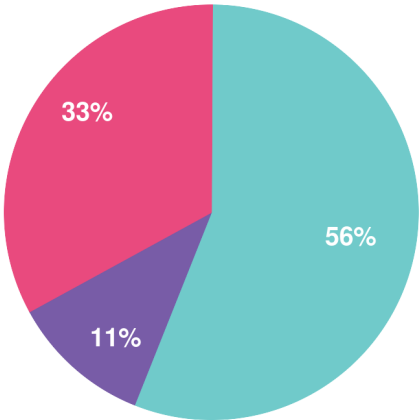
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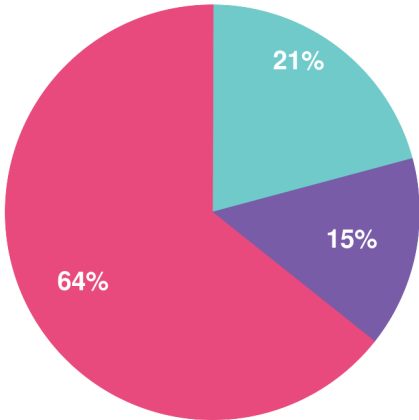


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsize Enterprise Small Business

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