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Genesys Choice

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Genesys Choice overview

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Learn about Genesys Choice for Multicloud CX and its capabilities.

Genesys Choice is a single annual contractual agreement to use any collection of Genesys innovations. Whether you have Genesys Multicloud CX hosted on AWS/Azure or Genesys Multicloud CX private edition, Genesys Choice gives you the power to consume what you want, the way you want it. Regardless of the deployment model you choose, you have total control of how you use Genesys, and how your organization is billed for that use.

Genesys Choice translates your use of Genesys innovations through a series of bundled offerings and add-ons. When you take advantage of features from any Genesys Choice bundle or add-on, that usage has a cost that is calculated using metrics specific to the capabilities of the bundle or add-on.

For all Multicloud CX offerings, the metrics that determine how much your contact center will be billed for using Genesys features is tracked by Billing Data Service (BDS). BDS tracks, collects, and delivers the measurements of those key metrics for all bundles and add-ons to Genesys for review, assessment, and billing.

Watch this video to learn about Genesys Choice Billing:

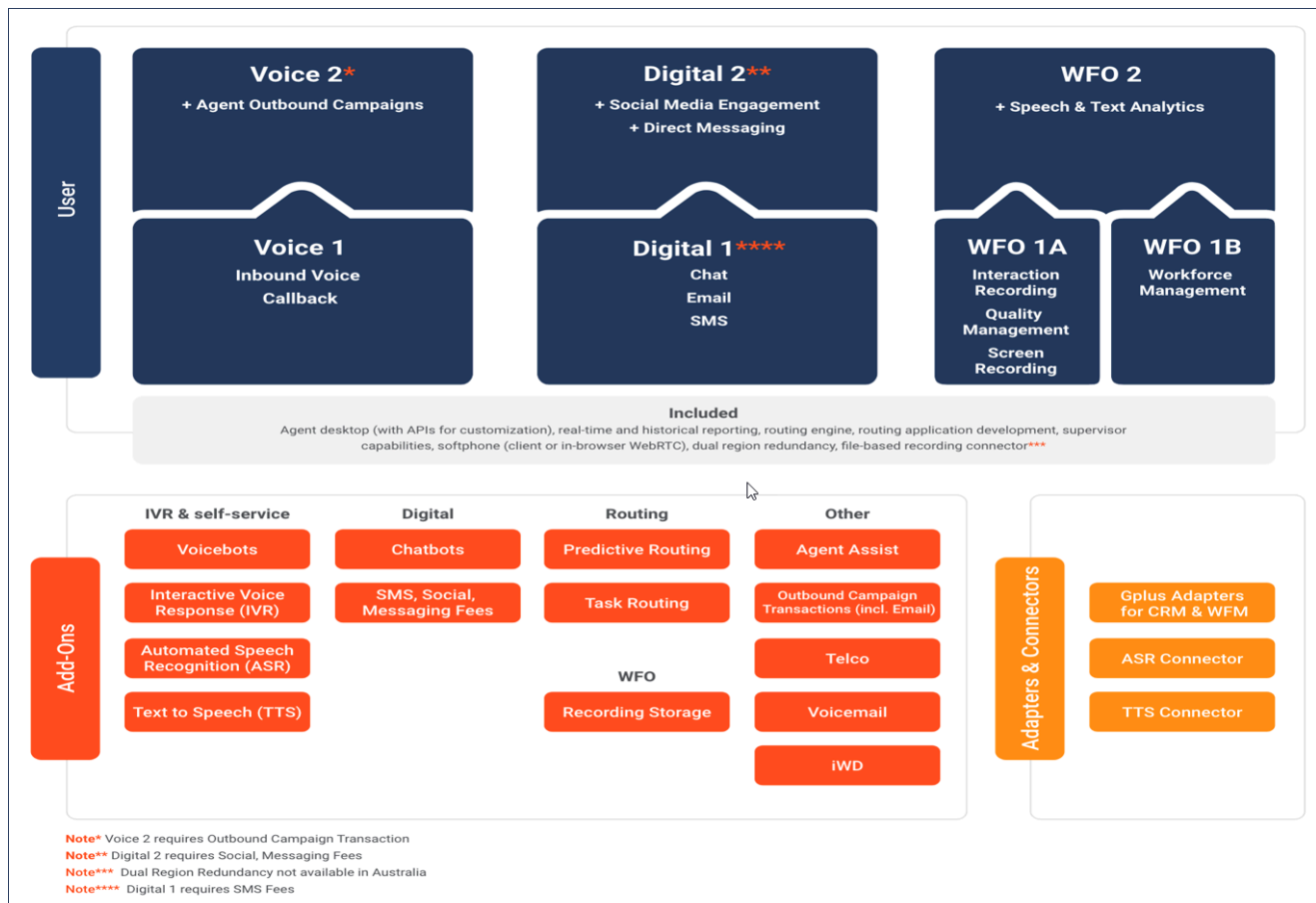
[Link to video](#)

Genesys Choice measurement

The usage of a Genesys Choice bundle or add-on (for example, Voice 1) is measured and delivered using a unit of measurement called **User**. Other measurements such as number of chatbot invocations determine the cost of bundles or add-ons that don't use that unit of measurement. What follows are the Genesys Choice bundles and add-ons, with links to the BDS metric definitions that trigger their use and associated cost.

Genesys Choice bundles and add-ons

The following block diagram represents the services that are part of the Genesys Choice billing program.



Bundles

- Voice 1 - provides core contact center functionalities, such as inbound voice, callback, call recording, and other capabilities.
- Voice 2 - provides outbound capabilities, such as outbound voice, SMS, and email, in addition to Voice 1 capabilities.
- Digital 1 - provides core digital customer service capabilities, such as web and mobile chat, SMS, and email.
- Digital 2 - provides support for private messaging and public social interactions in addition to Digital 1 capabilities.
- Workforce Optimization (WFO) - provides screen recording, voice recording, and speech analytics capabilities, as well as workforce planning capabilities with Workforce Management (WFM). WFO bundles are categorized into WFO 1A, WFO 1B, and WFO 2.

Important

- All Voice and Digital bundles include routing applications, agent workspace, real-time agent monitoring through Pulse reporting, and historical reporting through Genesys Info Mart (GIM) and Genesys Customer Experience Insights (GCXI).
- A Supervisor accessing non-desktop applications such as Designer, Reporting, and so on is not counted as a user and, therefore, their access is not billed. However, if a Supervisor logs in to a Voice channel for more than 60 seconds or logs in to a Digital channel and handles at least one digital interaction, then their usage is counted and billed during the billing period. For more details, see Voice 1, Voice 2, Digital 1, and Digital 2 bundle descriptions.

Add-ons

- ASR and TTS
- IVR
- Intelligent Workload Distribution (IWD)
- Outbound campaign
- Task routing
- Voicemail
- Gplus WFM Adapter

For more information about contractual agreements, and terms and conditions, see Genesys Choice Terms and Conditions.

Voice 1 bundle

Contents

- **1 Metric specification**
 - **1.1 Named Voice 1 users**
 - **1.2 Concurrent Voice 1 users**
 - **1.3 Voice 1 capabilities**

Describes the Voice 1 bundle in Genesys Choice, its capabilities, and measurement through BDS metrics.

The **Voice 1** bundle provides core contact center functionalities such as handling inbound voice (SIP or WebRTC based), callback, reporting modules, and few other capabilities. Voice 1 users are billed based on the consumption type - **Named** or **Concurrent** user. For more details about a Voice 1 user, see the Metric definition in the following sections.

Metric specification

Billable item	Users are counted and billed as Voice 1 users in a given billing period if they log in to handle inbound voice interactions but they don't handle outbound interactions. A user accessing other non-desktop applications such as Designer, Reporting, and so on is not counted as a Voice 1 user and, therefore, their log in to those applications is not billed.
Unit of measure	User
Metric name	bundle_voice_one
Metric frequency	Daily
Metric scope	Region
Metric definition and capabilities	<p>Named Voice 1 users</p> <ul style="list-style-type: none"> The total number of unique User IDs (including supervisors) that are configured to handle inbound voice interactions and are logged into a Voice 1 bundled Multicloud CX agent desktop service (Agent Workspace or custom integration via Workspace Toolkit or API) in a given geographic region for at least 60 seconds during the billing period. Named users are calculated and billed separately for each geographic region. If a User ID is logged into a Voice 1 bundled Multicloud CX agent desktop service (Agent Workspace or custom integration via Workspace Toolkit or API)

<p>Billable item</p>	<p>Users are counted and billed as Voice 1 users in a given billing period if they log in to handle inbound voice interactions but they don't handle outbound interactions. A user accessing other non-desktop applications such as Designer, Reporting, and so on is not counted as a Voice 1 user and, therefore, their log in to those applications is not billed.</p>
	<p>in multiple geographic regions, that User ID is counted as a named user in each of those regions during the billing period for that service.</p> <ul style="list-style-type: none"> • If a Supervisor has logged into a voice channel for more than 60 seconds, then their user ID is counted as a Voice 1 named user. • Any User ID used by Genesys for testing purpose is excluded from the named user calculation. • Any User ID used by a customer for testing purpose is included in the named user calculation. <p>Concurrent Voice 1 users</p> <ul style="list-style-type: none"> • The maximum number of unique User IDs (including Supervisors) that are configured to handle inbound voice interactions, and are logged into a Voice 1 bundled Multicloud CX agent desktop service (Agent Workspace or custom integration via Workspace Toolkit or API) in a given geographic region within any one second interval during the billing period. • Concurrent Users are calculated and billed separately for each geographic region. If a User ID is logged into a Voice 1 bundled Multicloud CX agent desktop service (Agent Workspace or custom integration via Workspace Toolkit or API) in multiple geographic regions, that User ID is counted as a Concurrent User in each of those regions during the billing period for that service. • The User needs to be logged in for at least 60 seconds in the service. • If a Supervisor has logged into a voice channel for at least 60 seconds, then their user ID is counted as a Voice 1 concurrent user. • Any User ID used by Genesys for testing purpose is excluded from the concurrent user calculation.

<p>Billable item</p>	<p>Users are counted and billed as Voice 1 users in a given billing period if they log in to handle inbound voice interactions but they don't handle outbound interactions. A user accessing other non-desktop applications such as Designer, Reporting, and so on is not counted as a Voice 1 user and, therefore, their log in to those applications is not billed.</p>
	<ul style="list-style-type: none"> • Any User ID used by a customer for testing purpose is included in the concurrent user calculation. <p>Voice 1 capabilities</p> <ul style="list-style-type: none"> • Inbound voice handling via skills-based routing. • Genesys Context Routing. • Genesys Softphone or SIP Endpoint Connector for 3rd party Endpoints. • Genesys WebRTC (voice-only). • Genesys Callback. • Call recording (file-based). • Agent Workspace or Workspace Toolkit or Workspace API. • APIs for common provisioning and configuration operations, such as the PSDK or Provisioning API. • APIs to monitor statistics, such as the PSDK or Statistics API. • Real-time monitoring of agent activity via Pulse reporting. • Historical reporting via Genesys Info Mart (GIM) and Genesys Customer Experience Insights (GCXI). • Genesys Info Mart data export. • Genesys Portal. <p>If you are looking for outbound capabilities (including SMS and Email), see the Voice 2 bundle.</p> <p>If you are looking for Digital channels, see the digital bundles - Digital 1 and Digital 2.</p>
<p>Data source</p>	<p>Genesys Info Mart database</p>
<p>Deployment model</p>	<p>One global instance of Genesys Info Mart database for each tenant.</p>

Voice 2 bundle

Contents

- 1 Metric specification
 - 1.1 Voice 2 capabilities

Describes the Voice 2 bundle in Genesys Choice, its capabilities, and measurement through BDS metrics.

The **Voice 2** bundle provides standard Genesys Outbound capabilities such as Outbound voice, SMS, email, and a few other capabilities. When you sign up for the Voice 2 bundle, the Voice 1 bundle is also included in your package.

- If your organization uses Outbound IVR, you need to purchase IVR minutes based on your organizational needs.
- If you are planning to use the SMS channel, you must also purchase the following:
 - SMS short code or toll-free number provisioning.
 - SMS short code or toll-free number monthly lease.
 - Per message fees

Metric specification

Billable item	<p>Voice 2 user is billed based on the following criteria:</p> <ul style="list-style-type: none"> • Consumption of the bundle as a concurrent and named user in a given the billing period. • Consumption based on the number of outbound transactions handled such as outbound voice, SMS, or email in a given billing period. <p>A user accessing other non-desktop applications such as Designer, Reporting, and so on is not counted as a Voice 2 user and, therefore, their log in to those applications is not billed.</p> <p>Note: The Voice 1 bundle and its capabilities are included in the Voice 2 bundle.</p>
Unit of measure	User
Metric name	bundle_voice_two
Metric frequency	Daily
Metric scope	Region
Metric definition and capabilities	<ul style="list-style-type: none"> • Users are counted as a Voice 2 User if they handle an outbound call as part of the dialer campaign during the billing period.

<p>Billable item</p>	<p>Voice 2 user is billed based on the following criteria:</p> <ul style="list-style-type: none"> • Consumption of the bundle as a concurrent and named user in a given the billing period. • Consumption based on the number of outbound transactions handled such as outbound voice, SMS, or email in a given billing period. <p>A user accessing other non-desktop applications such as Designer, Reporting, and so on is not counted as a Voice 2 user and, therefore, their log in to those applications is not billed.</p> <p>Note: The Voice 1 bundle and its capabilities are included in the Voice 2 bundle.</p>
	<ul style="list-style-type: none"> • If counted as a Voice 2 User, the unique User ID is not counted as a Voice 1 user during the billing period. • If a Supervisor has logged into a voice channel and handled at least one outbound call, then their user ID is counted as a Voice 2 user. <p>Voice 2 capabilities</p> <p>Voice 1 capabilities are included along with the following Voice 2 specific capabilities:</p> <ul style="list-style-type: none"> • Outbound Dialing with Agents • Outbound IVR • Call Progress Detection (CPD) • Call Results • Outbound SMS Campaigns • Outbound Email Campaigns • Agent Workspace (Workspace Web Edition) or Workspace Toolkit or Workspace API • User interface supporting Campaign, List, and Compliance Management <p>If you are looking for core digital channels like chat, email, and SMS or additional social engagement and messaging channels like Facebook, WhatsApp, and Twitter, see the Digital 1 and Digital 2 bundles.</p>
<p>Data source</p>	<p>Genesys Info Mart database</p>
<p>Deployment model</p>	<p>One global instance of Genesys Info Mart database for each tenant.</p>

Digital 1 bundle

Contents

- 1 Metric specification
 - 1.1 Named Digital 1 users
 - 1.2 Concurrent Digital 1 users
 - 1.3 Chat capabilities
 - 1.4 Email capabilities

Describes the Digital 1 bundle in Genesys Choice, its capabilities, and measurement through BDS metrics.

The **Digital 1** bundle provides core digital customer service capabilities across web and mobile chat, email, and SMS channels. In addition, the Digital 1 bundle provides applications for Routing/Context Routing, Agent Workspace, Reporting, Workload and Configuration tools.

With the Digital 1 bundle, you have access to the following GWS APIs:

1. Workspace API
2. Provisioning API
3. Statistics API

Additionally, you have access to the APIs included in the following capabilities section.

Digital

Metric specification

Billable item	Users are counted and billed as Digital 1 users in a given billing period if they use any of the following features: <ul style="list-style-type: none">• Chat• Email• SMS A user accessing other non-desktop applications such as Designer, Reporting, and so on is not counted as a Digital 1 user and, therefore, their log in to those applications is not billed.
Unit of measure	User
Metric name	bundle_digital_one
Metric frequency	Daily
Metric scope	Region
Metric definition and capabilities	

<p>Billable item</p>	<p>Users are counted and billed as Digital 1 users in a given billing period if they use any of the following features:</p> <ul style="list-style-type: none"> • Chat • Email • SMS <p>A user accessing other non-desktop applications such as Designer, Reporting, and so on is not counted as a Digital 1 user and, therefore, their log in to those applications is not billed.</p>
	<p>Named Digital 1 users</p> <ul style="list-style-type: none"> • The total number of unique User IDs (including supervisors) that logged into a Digital 1 bundled Multicloud CX service in a given geographic region and have taken a Chat, Email, or SMS interaction during the billing period. • Named users are calculated and billed separately for each geographic region. If a User ID is logged into a Digital 1 bundled Multicloud CX service in multiple geographic regions, that User ID is counted as a named user in each of those regions during the billing period for that service. • Any User ID used by Genesys for testing purpose is excluded from the named user calculation. • Any User ID used by a customer for testing purpose is included in the named user calculation. • If a Supervisor has logged into a digital channel and handled at least one Chat, Email, or SMS interaction, then their user ID is counted as a Named Digital 1 user. <p>Concurrent Digital 1 users</p> <ul style="list-style-type: none"> • The maximum number of unique User IDs (including supervisors) that logged into a Digital 1 bundled Multicloud CX service in a given geographic region and have taken a Chat, Email, or SMS interaction within any one second interval during the billing period. • Concurrent users are calculated and billed separately for each geographic region. If a User

<p>Billable item</p>	<p>Users are counted and billed as Digital 1 users in a given billing period if they use any of the following features:</p> <ul style="list-style-type: none"> • Chat • Email • SMS <p>A user accessing other non-desktop applications such as Designer, Reporting, and so on is not counted as a Digital 1 user and, therefore, their log in to those applications is not billed.</p>
	<p>ID is logged into a Digital 1 bundled Multicloud CX service in multiple geographic regions, that User ID is counted as a concurrent user in each of those regions during the billing period for that service.</p> <ul style="list-style-type: none"> • Any User ID used by Genesys for testing purpose is excluded from the concurrent user calculation. • Any User ID used by a customer for testing purpose is included in the concurrent user calculation. • If a Supervisor has logged into a digital channel and handled at least one Chat, Email, or SMS interaction within any one second interval, then their user ID is counted as a Concurrent Digital 1 user. <p>Chat capabilities</p> <ul style="list-style-type: none"> • Asynchronous, long-lived conversations over web or mobile channels. • API to enable chat within the customer's mobile application (iPhone, Android); enterprises can enable push notifications and customize the chat interface within their apps (see: Consumer Messaging API). • API to enable customized chat widget for web/mobile web channel (see: Widgets API). • Access to use Third-Party Messaging API. • Emojis and image transfer (additional rich media elements in roadmap). • Agent-initiated outbound messages. • Seamless integration with chatbots.

<p>Billable item</p>	<p>Users are counted and billed as Digital 1 users in a given billing period if they use any of the following features:</p> <ul style="list-style-type: none"> • Chat • Email • SMS <p>A user accessing other non-desktop applications such as Designer, Reporting, and so on is not counted as a Digital 1 user and, therefore, their log in to those applications is not billed.</p>
	<p>Email capabilities</p> <ul style="list-style-type: none"> • Classify and categorize emails with multiple levels of rules. • Set and manage prioritization schemas to meet your SLAs. • View and manage the email backlog with advanced query capabilities in a business-friendly user interface. • Create routing strategies in Designer. • Set up automated acknowledgment emails by mailbox or category. • Create standard responses in Designer for use by agents within Agent Workspace. • Use the Genesys WFM connector to manage your workforce. • View near real-time dashboards within Workload Manager. • Personal Workbins for Agents to manage their emails. • Transfer email(s) to another agent, agent group, skill, or queue. • View related emails by using the tree-view toggle or searching for specific parameters. • Ability to send emails to a supervisor for review before sending them to customers. • Access to use Secure Email API. <p>SMS capabilities</p> <ul style="list-style-type: none"> • Asynchronous mode allows customers to connect with companies on their own terms;

<p>Billable item</p>	<p>Users are counted and billed as Digital 1 users in a given billing period if they use any of the following features:</p> <ul style="list-style-type: none"> • Chat • Email • SMS <p>A user accessing other non-desktop applications such as Designer, Reporting, and so on is not counted as a Digital 1 user and, therefore, their log in to those applications is not billed.</p>
	<p>conversations can continue over minutes, hours or days</p> <ul style="list-style-type: none"> • Use short codes, local long codes and toll-free numbers to communicate to virtually any phone • Support for native and third-party SMS aggregators • Inbound SMS responses can be connected to CX Contact campaigns • Transfer SMS conversations to another agent, agent group, skill, or queue • Support for auto-responses, standard responses, and chatbot support • Last agent subscription and notifications to provide consistency where possible • Agents able to respond to/from multiple numbers for categorization of communications <p>If you are looking for additional social engagement and messaging channels like Facebook, WhatsApp, and Twitter, see the Digital 2 bundle.</p> <p>If you are looking for inbound voice and outbound capabilities (including SMS and Email), see the voice bundles - Voice 1 and Voice 2.</p>
<p>Data source</p>	<p>Genesys Info Mart database</p>
<p>Deployment model</p>	<p>One global instance of Genesys Info Mart database for each tenant.</p>

Digital 2 bundle

Contents

- **1 Metric specification**
 - 1.1 Named Digital 2 users
 - 1.2 Concurrent Digital 2 users
 - 1.3 Digital 2 capabilities

Describes the Digital 2 bundle in Genesys Choice, its capabilities, and measurement through BDS metrics.

The **Digital 2** bundle provides capabilities across Social Engagement and Messaging channels including Facebook, WhatsApp, and Twitter. When you sign up for the Digital 2 bundle, the Digital 1 bundle is also included in your package.

Important

WhatsApp Incidentals and **WhatsApp Number Hosting** incur additional fees on top of the Digital 2 bundle.

The Digital 2 users are billed based on consumption type - **Named** or **Concurrent** user. For more details about Digital 2 users, see the Metric definition section below.

Metric specification

Billable item	Users are counted and billed as Digital 2 users in a given billing period if they use any of the Social or Messaging channels' capabilities. If a User ID is counted as a Digital 2 User, that unique User ID is not counted again as a Digital 1 user during the billing period. A user accessing other non-desktop applications such as Designer, Reporting, and so on is not counted as a Digital 2 user and, therefore, their log in to those applications is not billed.
Unit of measure	User
Metric name	bundle_digital_two
Metric frequency	Daily
Metric scope	Region
Metric definition and capabilities	Named Digital 2 users <ul style="list-style-type: none">The total number of unique User IDs (including supervisors) that logged into a Digital 2

<p>Billable item</p>	<p>Users are counted and billed as Digital 2 users in a given billing period if they use any of the Social or Messaging channels' capabilities. If a User ID is counted as a Digital 2 User, that unique User ID is not counted again as a Digital 1 user during the billing period. A user accessing other non-desktop applications such as Designer, Reporting, and so on is not counted as a Digital 2 user and, therefore, their log in to those applications is not billed.</p>
	<p>bundled Multicloud CX service in a given geographic region and have taken a Social or Messaging interaction during the billing period.</p> <ul style="list-style-type: none"> • Named users are calculated and billed separately for each geographic region. If a User ID is logged into a Digital 2 bundled Multicloud CX service in multiple geographic regions, that User ID is counted as a named user in each of those regions during the billing period for that service. • Any User ID used by Genesys for testing purpose is excluded from the named user calculation. • Any User ID used by a customer for testing purpose is included in the named user calculation. • If a Supervisor has logged into a digital channel and handled at least one Facebook, Twitter, or WhatsApp interaction, then their user ID is counted as a Named Digital 2 user. <p>Concurrent Digital 2 users</p> <ul style="list-style-type: none"> • The maximum number of unique User IDs (including supervisors) that logged into a Digital 2 bundled Multicloud CX service in a given geographic region and have taken a Social or Messaging interaction within any one second interval during the billing period. • Concurrent users are calculated and billed separately for each geographic region. If a User ID is logged into a Digital 2 bundled Multicloud CX service in multiple geographic regions, that User ID is counted as a concurrent user in each of those regions during the billing period for that service. • Any User ID used by Genesys for testing purpose is excluded from the concurrent user calculation. • Any User ID used by a customer for testing

<p>Billable item</p>	<p>Users are counted and billed as Digital 2 users in a given billing period if they use any of the Social or Messaging channels' capabilities. If a User ID is counted as a Digital 2 User, that unique User ID is not counted again as a Digital 1 user during the billing period. A user accessing other non-desktop applications such as Designer, Reporting, and so on is not counted as a Digital 2 user and, therefore, their log in to those applications is not billed.</p>
	<p>purpose is included in the concurrent user calculation.</p> <ul style="list-style-type: none"> • If a Supervisor has logged into a digital channel and handled at least one Facebook, Twitter, or WhatsApp interaction within any one second interval, then their user ID is counted as a Concurrent Digital 2 user. <p>Digital 2 capabilities</p> <p>General</p> <ul style="list-style-type: none"> • Asynchronous, long-lived conversations over customer's preferred channel • Agent-initiated outbound messages • Seamless integration with chatbots • Designer routing applications • Reporting in Pulse and GCXI <p>Messaging</p> <ul style="list-style-type: none"> • WhatsApp messaging, including templated notifications • Facebook private messaging • Twitter private messaging <p>Social Engagement</p> <ul style="list-style-type: none"> • Facebook public posts moderation and engagement • Twitter public posts moderation and engagement <p>If you are looking for core digital channels like chat, email, and SMS, see the Digital 1 bundle.</p> <p>If you are looking for inbound voice and outbound capabilities (including SMS and Email), see the Voice 1 and Voice 2 bundles.</p>

Billable item	Users are counted and billed as Digital 2 users in a given billing period if they use any of the Social or Messaging channels' capabilities. If a User ID is counted as a Digital 2 User, that unique User ID is not counted again as a Digital 1 user during the billing period. A user accessing other non-desktop applications such as Designer, Reporting, and so on is not counted as a Digital 2 user and, therefore, their log in to those applications is not billed.
Data source	Genesys Info Mart database
Deployment model	One global instance of Genesys Info Mart database for each tenant.

Workforce Optimization (WFO) 1A bundle

Contents

- 1 Prerequisite
- 2 Metric specification
 - 2.1 **Concurrent and Named licensing**
 - 2.2 Capabilities

Describes the WFO 1A bundle, its capabilities, and measurements in Genesys Choice.

WFO 1A bundle includes the following components:

- **Interaction Recording (voice)** - provides a comprehensive solution to address market needs and challenges in meeting the legal and regulatory compliance requirements, and facilitates liability and dispute resolution.
- **Screen Recording** - is an integral part of Active Call Recording.
- **Quality Management** - provides comprehensive contact center quality assurance functions for scoring and improving an agent's performance. It allows creating questionnaires with multi-level scoring, scheduling and executing evaluations, and provides reports to spot trends.

Prerequisite

You must have already signed up for any one of the Genesys Choice Voice or Digital bundles.

Metric specification

Billable item	Concurrent and Enabled number of Users who used Voice Recording and/or Screen Recording during the billing period.
Unit of measure	User
Metric name	bundle_wfo_1a
Metric frequency	Daily
Metric scope	Region
Metric definition and capabilities	<p>Users are counted as WFO 1A Users if they exclusively used Voice Recording and/or Screen Recording during the billing period.</p> <p>Concurrent and Named licensing</p> <ul style="list-style-type: none">• Concurrent: Peak concurrent recorded users in the billing period.• Named: Recorded users for voice and screen in the billing period.

<p>Billable item</p>	<p>Concurrent and Enabled number of Users who used Voice Recording and/or Screen Recording during the billing period.</p>
	<p>Capabilities</p> <ul style="list-style-type: none"> • Call Recording capabilities <ul style="list-style-type: none"> • Leverages common storage, security, and a centralized command and control architecture. • Supports voice interaction recording • Provides encryption on the recorded media file • Supports percentage-based and other recording types • Screen Recording capabilities <ul style="list-style-type: none"> • Leverages common storage, security, and a centralized command and control architecture. • Screen recording for voice interactions • Provides encryption • Supports percentage-based recording • Supports After Call Work (ACW) • Captures attached data during ACW • Provides ability to use multiple monitors <p>Quality Management capabilities</p> <ul style="list-style-type: none"> • Monitor quality and evaluate agent's performance periodically and consistently • Manage Forms <ul style="list-style-type: none"> • Question types: Yes/No, Multiple Choice, Choose from List, Free Form, Sliding Scale, N/A, and Auto-Fail. • Questions organized as Groups with the Reusable Question Library. • Percentage-based weighting • Manage evaluation schedule <ul style="list-style-type: none"> • Create and manage evaluation and its schedules. • Types: Distributed by Agent, Distributed by Interaction, Shared/Pooled, Adhoc and

Billable item	Concurrent and Enabled number of Users who used Voice Recording and/or Screen Recording during the billing period.
	Calibration. <ul style="list-style-type: none">• Create multiple Forms within an evaluation.• Agent Feedback Notification• QM Reporting• Singled and Bulk Export of QM Data
Data source	Genesys Info Mart database, Genesys Interaction Recording database
Deployment model	One global instance of Genesys Info Mart database for each tenant.

Workforce Optimization (WFO) 1B bundle

Contents

- 1 Prerequisite
- 2 Metric specification
 - 2.1 **Concurrent and Named licensing**
 - 2.2 Capabilities

Describes the WFO 1B bundle, its capabilities, and measurements in Genesys Choice.

WFO 1B bundle provides Workforce Management (WFM) capabilities for all interaction types supported by Genesys MultiCloud CX.

Prerequisite

You must have already signed up for any one of the Genesys Choice Voice or Digital bundles.

Metric specification

Billable item	Concurrent and Enabled number of Users included in WFM schedules during the billing period.
Unit of measure	User
Metric name	bundle_wfo_1b
Metric frequency	Daily
Metric scope	Global for each customer tenant
Metric definition and capabilities	<p>Users are counted as WFO 1B Users if they do not use Voice Recording and/or Screen Recording, but are included in WFM schedules during the billing period.</p> <p>Concurrent and Named licensing</p> <ul style="list-style-type: none"> • Concurrent: All scheduled shifts that contribute to the maximum number of agents scheduled at a given time during the billing period. • Named: List of agents scheduled during the billing period. <p>Capabilities</p> <ul style="list-style-type: none"> • Workforce planning
Data source	Genesys WFM ETL database
Deployment model	One global instance of Genesys WFM ETL database for each tenant

Workforce Optimization (WFO) 2 bundle

Contents

- 1 Prerequisites
- 2 Metric specification
 - 2.1 **Concurrent and Named licensing**
 - 2.2 Capabilities

Describes the WFO 2 bundle, its capabilities, and measurements in Genesys Choice.

WFO 2 bundle is a performance management bundle that offers all the capabilities of WFO 1A and WFO 1B bundles as well as Speech Analytics capabilities.

Speech Analytics provides analysis of the recorded conversations by generating transcripts of both sides of the conversation. It then categorizes voice interactions based on customized criteria (topics/phrases and call events) to visualize trends and KPIs for analysis to improve your contact center operations and improve customer experience.

Prerequisites

You must have already signed up for any one of the Genesys Choice Voice or Digital bundles.

Metric specification

Billable item	<p>Concurrent and Enabled number of Users who used Voice Recording and/or Screen Recording and who are also included in the Workforce Management (WFM) schedules during the billing period.</p> <p>(Or)</p> <p>Concurrent and Enabled number of Users who are included in Speech Analytics.</p>
Unit of measure	User
Metric name	bundle_wfo_2
Metric frequency	Daily
Metric scope	Region
Metric definition and capabilities	<p>Users are counted as WFO 2 Users if</p> <ul style="list-style-type: none"> they have used Voice Recording and/or Screen Recording (WFO 1A), and they are also included in the WFM schedules (WFO 1B) during the billing period <p>or</p> <ul style="list-style-type: none"> they are included in Speech Analytics. In this

<p>Billable item</p>	<p>Concurrent and Enabled number of Users who used Voice Recording and/or Screen Recording and who are also included in the Workforce Management (WFM) schedules during the billing period.</p> <p>(Or)</p> <p>Concurrent and Enabled number of Users who are included in Speech Analytics.</p>
	<p>case, the user is always counted as a WFO 2 User regardless of their usage of WFO 1A or WFO 1B bundle.</p> <p>Concurrent and Named licensing</p> <ul style="list-style-type: none"> • Concurrent: Named WFO 2 users who are either in the WFO 1A concurrent user list (peak concurrent recorded) or in the WFO 1B concurrent scheduled users (largest shift) list will be billed as Concurrent Users for WFO 2. • Named: Unique named users for WFO 1A and WFO 1B. <p>Capabilities</p> <ul style="list-style-type: none"> • Full transcription of the call • Masking of digits on playback (optional) • Search based on analytics data (words, topics, categories) • Speech Analytics specific reports
<p>Data source</p>	<p>Genesys Info Mart database, Genesys Interaction Recording database, and Genesys WFM ETL database</p>
<p>Deployment model</p>	<p>One global instance of Genesys Info Mart database for each tenant.</p>

ASR/TTS

Contents

- 1 Prerequisites
- 2 Metric specification
 - 2.1 ASR
 - 2.2 TTS
 - 2.3 ASR Capabilities
 - 2.4 TTS Capabilities

Describes the ASR/TTS add-on, its capabilities, and measurement in Genesys Choice.

The Nuance Automatic Speech Recognition / Text-to-Speech (ASR/TTS) add-on provides natural language processing and speech synthesizing solutions to your contact center.

- **ASR** - This add-on includes a **single ASR language** of your choice. You can purchase additional languages for ASR subscriptions for an additional monthly subscription fee.
- **TTS** - This add-on includes a **single TTS voice** of your choice. You can purchase additional voices for TTS subscriptions for an additional monthly subscription fee.

Prerequisites

If you are purchasing the ASR/TTS add-on, you should have already purchased the IVR minutes as part of the IVR add-on. The purchased minutes of ASR and/or TTS does not need to equal the quantity of IVR minutes purchased.

Metric specification

Billable item	ASR/TTS treatment of the call in milliseconds rounded to 20000+6000ms chunks.
Unit of measure	Objects Count
Metric name	gvp_asr_minutes, gvp_tts_minutes
Metric frequency	Daily
Metric scope	Region
Metric definition and capabilities	<p>ASR</p> <ul style="list-style-type: none"> • The ASR meter starts when the first recognition is initially invoked, and continues to run for as long as the call is in the IVR. The meter stops running when the caller hangs-up, or when the call is transferred to an agent or queue. • Minimum charge is 20 seconds, and individual calls will be rounded-up to the nearest 6 second increment.

Billable item	ASR/TTS treatment of the call in milliseconds rounded to 20000+6000ms chunks.
	<ul style="list-style-type: none"> • The sum of all calls per day is rounded-up to the nearest minute. <p>TTS</p> <ul style="list-style-type: none"> • The TTS meter reflects the number of seconds of TTS used within a call to the IVR. • Minimum charge is 20 seconds, and individual calls will be rounded-up to the nearest 6 second increment. • The sum of all calls per day is rounded-up to the nearest minute. <p>ASR Capabilities</p> <p>ASR, sometimes known as Natural Language Speech Recognition, can recognize, interpret, and assign meaning to particular words and phrases. It can also recognize natural numbers and currency amounts.</p> <p>ASR supports the following grammar types:</p> <ul style="list-style-type: none"> • Closed grammars accept a finite range of input and are implemented using finite-state grammars with traditional parsing. These grammars are usually authored in GRXML. • Open NLU grammars accept an essentially unlimited range of input and can be implemented using a variety of techniques based on statistical language models (used alone or in combination with statistical semantic models), finite-state grammars incorporating the GARBAGE rule, finite-state grammars used with robust parsing, and/or word lattice generation. <p>ASR Additional Language Capabilities</p> <p>A single ASR language of the customer's choice is included with the ASR add-on. Additional languages for ASR subscriptions may be purchased for an additional monthly subscription fee.</p> <p>The quantity of ASR Additional Language minutes must equal the quantity of Genesys Choice ASR minutes. This will entitle the customer to use any available ASR language.</p> <p>For example, if your application operates in US English, Canadian French, and German, and if you need a total of 100 minutes of ASR, you must purchase 100 minutes of ASR and 100 minutes of ASR Additional Language. The total ASR usage across all languages will not exceed 100 minutes. Contact your Genesys Account Representative to get a complete list of supported language options for ASR.</p>

Billable item	ASR/TTS treatment of the call in milliseconds rounded to 20000+6000ms chunks.
	<p>ASR Connector Capabilities (Private Edition only)</p> <p>Permits connection from Genesys Choice IVR to customer-provided Nuance MRCP grammar-based ASR resources. The quantity of ASR connector minutes must reflect the quantity of ASR minutes used within the IVR and is calculated using the same measurement and invoicing rules as Genesys Choice ASR.</p> <p>TTS Capabilities</p> <p>TTS permits applications to play speech directly from ASCII text by converting the text to synthesized speech. TTS minutes are counted until the synthesized audio playback is complete. The TTS is streamed during the call in real time and it cannot be saved to a file for subsequent playback.</p> <p>TTS Additional Voice Capabilities</p> <p>A single TTS voice of the customer's choice is included with the TTS add-on. Additional voices for TTS subscriptions may be purchased for an additional monthly subscription fee.</p> <p>The quantity of TTS Additional Voice minutes must equal the quantity of Genesys Choice TTS minutes. This will entitle the customer to use any available TTS voice.</p> <p>For example, if your application operates with TTS using a US English female voice (Samantha), Canadian French male voice (Nicolas), and a German female voice (Anna), and if you need a total of 100 minutes of TTS, you must purchase 100 minutes of TTS and 100 minutes of TTS Additional Voice. The total TTS usage across all voices will not exceed 100 minutes. Contact your Genesys Account Representative to get a complete list of supported voice options for TTS.</p> <p>TTS Connector Capabilities (Private Edition only)</p> <p>Permits connection from Genesys Choice IVR to customer-provided Nuance MRCP TTS resources. The quantity of TTS connector minutes must reflect the quantity of TTS minutes used within the IVR and is calculated using the same measurement and invoicing rules as Genesys Choice TTS.</p>
Data source	GVP Reporting Server DB, Genesys Info Mart database
Deployment model	For GVP Reporting Server (RS) database - an instance of GVP RS database per location. This instance can be used by a single tenant or shared between multiple tenants.

IVR

Contents

- **1 Metric specification**
 - **1.1 Capabilities**

Describes the IVR add-on, its capabilities, and measurement in Genesys Choice.

The IVR add-on provides its services through IVR services in GVP.

Metric specification

Billable item	The total number of minutes consumed by IVR services in the billing period.
Unit of measure	Minutes
Metric name	gvp_minutes
Metric frequency	Daily
Metric scope	Region
Metric definition and capabilities	<p>The IVR meter starts when the IVR service is initially invoked, and continues to run for as long as the IVR service is being used. On a daily basis, the sum of seconds of all calls is rounded-up to the nearest minute.</p> <p>Capabilities</p> <p>The IVR add-on provides the following self-service and/or assisted service capabilities.</p> <ul style="list-style-type: none"> • DTMF applications • Speech-enabled applications • Call Queuing/Call Parking • IVR Survey • Callback
Data source	Genesys Info Mart database, GVP Reporting Server database
Deployment model	For GVP Reporting Server (RS) database - an instance of GVP RS database per location. This instance can be used by a single tenant or shared between multiple tenants.

Task routing

Contents

- **1 Metric specification**
 - **1.1 Capabilities**

Describes the Task routing add-on, its capabilities, and measurement in Genesys Choice.

The Genesys Task Routing (GTR) add-on provides the ability to implement a single routing platform for all interactions.

Metric specification

Billable item	Number of 'workitem' interactions created within a billing period
Unit of measure	Objects Count
Metric name	gtr_interactions
Metric frequency	Daily
Metric scope	Global
Metric definition and capabilities	<p>A sub-type of interaction that is defined as a request and submitted to Genesys routing to route a task.</p> <p>Note: The task does not actually need to be routed in order to be counted.</p> <p>Capabilities</p> <ul style="list-style-type: none"> • Submit interactions from external systems to Genesys Multicloud CX system. • Use Designer to create application to handle the classification, prioritization, and targeting the best available agents to handle the interactions. • Allow agents to handle interactions with screen pop to external applications. • Provide blended agents to handle all type of interactions including voice.
Data source	Genesys Info Mart database
Deployment model	One global instance of Genesys Info Mart database for each tenant

Intelligent Workload Distribution (IWD)

Contents

- **1 Metric specification**
 - **1.1 Named IWD users**
 - **1.2 Concurrent IWD users**
 - **1.3 Capabilities**

Describes the IWD add-on, its capabilities, and measurement in Genesys Choice.

The Intelligent Workload Distribution (IWD) add-on:

- Prioritizes an organization's workload from many different systems.
- Pushes the work requests to the most capable/skilled resource.
- Monitors the execution to understand the availability for new or critical tasking.
- Provides real-time, intra-day, and historical visibility so you can understand the entire workload and the contribution of the people to the business in real time.

Metric specification

Billable item	Concurrent and named number of agents who have active IWD work item sessions. The metric considers only sessions where at least one IWD task was handled.
Unit of measure	Agent Count
Metric name	seats_third_party
Metric frequency	Daily
Metric scope	Region
Metric definition and capabilities	<p>Named IWD users</p> <p>The total number of unique User IDs (including supervisors) that logged into Genesys in a given geographic region and have handled at least one work item interaction during the billing period.</p> <p>Concurrent IWD users</p> <p>The maximum number of unique User IDs (including supervisors) that logged into Genesys in a given geographic region and have handled at least one work item interaction within in any one second interval during the billing period.</p>

<p>Billable item</p>	<p>Concurrent and named number of agents who have active IWD work item sessions. The metric considers only sessions where at least one IWD task was handled.</p>
	<p>Capabilities</p> <ul style="list-style-type: none"> • Universal Queue – Enterprises can capture all work items across different source systems and place them into one global task list. • Categorization – Assigning work items to multi-level categories allows for quick and easy organization and adherence to timely delivery of SLA. • Insight into SLA and workforce performance – Standard reports and dashboards provide comprehensive insights across all work items. Performance and handling times can be measured for non-real time interactions. • Automation of SLA management – Push-based delivery of work items forcing the fulfillment of all process steps on time and ensuring the end-to-end delivery of all SLAs. • Forecast and schedule across all interactions and work items – Provides input data for workforce scheduling and planning even for off queue employees. Capacities can be planned for non-real time channels and enterprise employees just like contact center resources. • Omnichannel employee desktop – Receive work items from different systems. Employees / Advisors do not need to log in or log out of different systems. • Continuous reprioritization of all work items – Continuously reprioritize work items based on their business value. The push-based delivery ensures that all employees will work on the most important tasks first.
<p>Data source</p>	<p>Genesys Info Mart database</p>
<p>Deployment model</p>	<p>One global instance of Genesys Info Mart database for each tenant.</p>

Voicemail

Contents

- [1 Prerequisites](#)
- [2 Metric specification](#)
 - [2.1 Capabilities](#)

Describes the voicemail add-on, its capabilities, and measurement in Genesys Choice.

The Voicemail add-on provides a single voice mailbox for recording, notification, and playback of voice messages. Each mailbox is assigned to an agent or functional group.

Prerequisites

- Requires Voice 1 bundle.

Metric specification

Billable item	The maximum number of configured Agent Logins, Agent Groups, and DN objects that simultaneously had voicemail box enabled, in either an active or inactive state, at any point during the day.
Unit of measure	Objects count
Metric name	voicemail_boxes_gim
Metric frequency	Daily
Metric scope	Global
Metric definition and capabilities	<p>Maximum voicemail boxes enabled in a month.</p> <p>Capabilities</p> <ul style="list-style-type: none"> • Recording of a message by a caller. • A Message Waiting Indication (MWI) to the assigned group's agents on their Agent Workspace. • Playback of the recording from Agent Workspace. • Email notification of voicemail, with Voicemail Access URL.
Data source	Configuration Server DB
Deployment model	One global instance of Configuration Server DB for each tenant.

Outbound Campaign Transactions

Contents

- [1 Metric specification](#)

Describes the Outbound campaign add-on, its capabilities, and measurement in Genesys Choice.

Metric specification

Billable item	Number of CX Contact enabled transactions.
Unit of measure	Objects Count
Metric name	cx_contact_interactions
Metric frequency	Daily
Metric scope	Global
Metric definition and capabilities	A sub-type of interaction that is either initiated by an agent or by a computer towards a target number. This interaction is counted regardless of a connection being established between the two parties or even if no attempt is made to reach the target number because the target number is part of a "Do not call List". CX Outbound Interactions are also counted for outgoing SMS and Emails.
Data source	Genesys Info Mart database
Deployment model	One global instance of Genesys Info Mart database for each tenant.

Gplus Workforce Management (Gplus WFM)

Contents

- **1 Metric specification**
 - **1.1 Named**
 - **1.2 Concurrent**
 - **1.3 Capabilities**

Describes the Gplus Workforce Management bundle and its capabilities in Genesys Choice.

Metric specification

Billable item	Concurrent and Named number of agents who have login sessions as registered by Gplus WFM Adapter
Unit of measure	Agent Count
Metric name	seats_gplus_wfm
Metric frequency	Daily
Metric scope	Region
Metric definition and capabilities	<p>Named</p> <p>The total number of unique agents registered by adapter during the month.</p> <p>Concurrent</p> <p>Calculated with 1 second precision, a peak number of concurrently active unique agents using the adapter during the given day.</p> <p>Capabilities</p> <p>The Gplus Adapter for Workforce Management (Gplus WFM) is a software solution that provides integration between a third party WFM system and Genesys routing solutions. Genesys event data is filtered and aggregated to provide interval activity data and a real-time data feed for the WFM system. Gplus WFM supports Aspect, Calabrio Teleopti, NICE IEX, and Verint.</p>
Data source	Genesys Info Mart database
Deployment model	One global instance of Genesys Info Mart database for each tenant