GENESYS™

Migration Capability Matrix - test/
February 14, 2019

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| Product | Capability | Description | SC Input | | | Capability Matrix | | | |
			As Is	To Be	Required Customizations	Pure Cloud	PureConnect Cloud	Genesys Multicloud CX	
Inbound	Inbound voice calls (ACD)	Routing of inbound voice calls using Genesys' SIP ACD	No	No		G	G	G	
Inbound	Inbound Video calls	Routing of inbound video calls	No	No		3rd	3rd (Vidyo)	NA	
Inbound	Voice Callback		No	No		G	G	G	
Inbound	Unified communication and collaboration	Unified communication and collaboration features such as: One-to-one, group chats (up to 1K participants), personal chat rooms, video chats, webhook	No	No		G	H	NA	

			SC Input			Capability Matrix		
		integrations, screen sharing, content mgmt, file sharing, directory...						
Inbound	Screen share	Ability for individuals to share their screens during collaboration, webinars, etc.	No	No		G	H	NA
Inbound	PBX - Enterprise	Phone system for the back office/ enterprise. Provides PBX features like ... Does not provide Automated Call	No	No		G, L Limited Capability compared to PureConnect	G	3rd

			SC Input			Capability Matrix			
		Distribution (ACD) funtionality.							
Inbound	3rd Party PBX - TDM PBX	Routing of inbound voice calls using a 3rd-party ACD/PBX for carrying and delivery of the voice path while Genesys makes all routing decisions.	No	No		TDM tie-line from TDM PBX to local SIP Gateway SIP tie-line from SIP gateway to local GenesysCloud Edge	TDM tie-line from TDM PBX to local SIP Gateway SIP tie-line from SIP gateway to PureConnect Cloud Server via MPLS	Not typical TDM tie-line from TDM PBX to local SIP Gateway SIP tie-line from SIP gateway to Genesys Multicloud CX Server via MPLS	
Inbound	3rd Party PBX - SIP IP PBX	Routing of inbound voice calls using a 3rd-party ACD/PBX for carrying and delivery of	No	No		SIP tie-line from SIP IP PBX to local GenesysCloud Edge (optional SBC)	SIP tie-line from SIP IP PBX to PureConnect Cloud Server via MPLS (optional SBC)	SIP tie-line from SIP IP PBX to Genesys Multicloud CX Server via MPLS (optional SBC)	

			SC Input			Capability Matrix			
		the voice path while Genesys makes all routing decisions.							
Inbound	3rd Party PBX - Local Microsoft Lync / Skype	Routing of inbound voice calls using a 3rd-party ACD/PBX for carrying and delivery of the voice path while Genesys makes all routing decisions.	No	No		SIP tie line from local Lync/Skype front end server to local GenesysCloud Edge (status sync not available)	SIP tie line from local Lync / Skype front end server to PureConnect Cloud Server via MPLS (status synch available)	SIP tie line from local Lync / Skype front end server to Genesys Multicloud CX Server via MPLS (status synch not available)	
Inbound	3rd Party PBX - Cisco Unified Communications Manager (CUCM)	Routing of inbound voice calls using a 3rd-party ACD/PBX for	No	No		SIP tie-line from CUCM to local GenesysCloud Edge (No 3rd party	SIP tie-line from CUCM to PureConnect Cloud Server via MPLS	Sip tie-line from CUCM to Genesys Multicloud CX via MPLS	

			SC Input			Capability Matrix			
		carrying and delivery of the voice path while Genesys makes all routing decisions.				call control information available)	(3rd party call control information is available)		
Inbound	Voicemail	Voicemail is a 100% software-based solution that enables network-wide voicemail services	No	No		G	G Leverages a customer e-mail system for store and forward capabilities	G	
Inbound	Video Chat	Internal video chats	No	No		G	NA	NA	
Inbound	Presence sharing with 3rd-party	e.g. Skype for Business	No	No		L	NA	NA	
Inbound	Post-call survey	Ability to create,	No	No		RM	G	G (voice only)	

			SC Input			Capability Matrix			
		invite, route and report on post-call surveys				Q1'19			
Inbound	Real-time & Historical reporting (Business Intelligence tool provided)		No	No		G	G	G	
Digital	Inbound E-mail routing	Inbound Email delivered to agents	No	No		G	G	G Customers cannot change routing apps / rules - RM Q3'18	
Digital	Inbound Fax routing	Inbound Fax delivered to agents	No	No		NA	G Fax routed as e-mail	PS Fax routed as Cloud Contact Center E-mail	
Digital	Inbound SMS routing	Inbound SMS messages	No	No			G	G	RM-Q1'19

			SC Input			Capability Matrix			
		delivered to agents						Via 3rd party SMS broker	
Digital	Inbound Social Media routing	Inbound social media posts delivered to agents	No	No		G,L Twitter only	RM Q1'19	RM Q1'19	
Digital	Inbound Chat routing	Inbound Chat delivered to agents	No	No		G	G	G	
Digital	Co-browse (simultaneous w/call or chat)	The ability for an agent and the customer to browse and navigate the same web page at the same time. Both the agent and customer share the	No	No		G	H Uses GenesysCloud Co-browse	G	

			SC Input			Capability Matrix			
		same instance of the screen, as opposed to a conventional screen sharing application (i.e. one party sees an image of the other party's screen.							
Digital	Inbound WeChat messages	Inbound WeChat delivered to agents	No	No		NA	NA	NA	
Digital	Inbound Messenger apps (i.e. Facebook, What's App, etc.)	Routing of inbound Messenger apps	No	No		GA Support Facebook Messenger, Twitter Direct Message and LINE	RM 2019	EA: Facebook, Twitter RM: WhatsApp 1Q'19	
Digital	Apple	Inbound	No	No		NA	NA	RM	

			SC Input			Capability Matrix	
	Business Chat	Apple Business Chat delivered to agents				1Q'19	
Digital	Content Analysis (Email, Chat, SMS, Social) for suggested responses	Uses natural language processing technology to analyze incoming digital interactions for assignment to the categories of the standard response system. Can create a set of Suggested Responses with level of confidence weighting		No		NA	NA	RM Knowledge Center 1Q'19

			SC Input			Capability Matrix			
		(%). Machine learning: A Training Server processes a collection of pre-classified interactions to compare actual content of incoming digital interactions to statistical models.							
Digital	Routing of 3rd-Party Email, Chat, etc. (e.g. SFDC email)	The ability to route a 3rd-party interaction channel	No	No		L Chat and Email only. Messaging RM 2H'19	PS	EA Task Routing 1Q'19	
Digital	Website - Web	Proactive Engagement	No	No		RM	NA	EA	

			SC Input			Capability Matrix			
	Engagement (Proactive Engagement via chat / callback driven by static rules)	via chat / callback driven by static rules				H1'19 using Altocloud integration with GenesysCloud (excluding callback which will come in a later phase)		Altocloud 1Q'19	
Digital	Website -Predictive Engagement	Predictive Engagement with Chat or Callback based on outcome predictions and machine learning	No	No		RM H1'19 using Altocloud integration with GenesysCloud	NA	EA Altocloud 1Q'20	
Digital	Website-Callback (click-to-call)	Request an immediate callback from the website	No	No		G	G	G	
Digital	Website-Callback (scheduled callback)	Schedule a future callback from the website	No	No		G	G	G	

			SC Input			Capability Matrix		
Digital	Widgets	Prebuilt Widgets designed to make it easier for a customer to deploy things like chat, email, callback, "call us" onto their website. Also available for Mobile apps.	No	No		RM, L 2019 Limited compared to GenesysEngage-onpremises widgets - will not include mobile apps Will release Chat with Genesys widgest with Altocloud (ETA Q2'19) During 2019 will continue to roll out feature of Genesys Widgets to GenesysCloud customers	L, RM-1H'19	G
Digital	Mobile Callback	Schedule a future or request an immediate callback from with a company's mobile app	No	No		G	PS	EA
Digital	Mobile	Intelligent	No	No		NA	PS	RM

			SC Input			Capability Matrix		
	(enhanced) phone apps (contact center-connected)	Phone Calls, Callback, Mobile Chat, Visual IVR (bypass IVR, provide EWT, know who the Customer is, location, add'l context)						Q1'19
Digital	Routing of Work-items, tasks, complement to BPM tools (does not include workflow)	The ability for a work-item (such as a training video, a specific task, a 3rd-party object, case or item such as an email) but	No	No		NA	NA	EA Task Routing 1Q'19

			SC Input			Capability Matrix			
		which does not provide any workflow creation or management							
Digital	Routing of work items like generic objects (like a Remedy case); includes basic workflow	The ability for a work-item (such as a 3rd-party case) and which provides basic workflow creation or management	No	No		RM H2'19	G	RM Open Media 2Q'19	
Digital	Web-based survey	Ability to create, invite and report on web-based surveys	No	No		RM Q1'19	RM H1'18	3rd (digital)	
Outbound	Outbound campaigns / dialer / notifications	Outbound calls transferred to agents	No	No		G	G	G	

			SC Input			Capability Matrix		
		(campaign mgmt, predictive, progressive and preview modes)						
Outbound	Outbound notifications via SMS / e-mail		No	No		G Outbound on Behalf of Queue	TBD	RM CX Contact 1Q'19
Self-Service	Self-service voice platform (IVR/VRU)	System/ platform which interacts with customers by playing audio prompts then using DTMF tones (input via phone keypad) as well as speech recognition	No	No		G	G	G

			SC Input			Capability Matrix			
		to collect responses.							
Self-Service	Genesys ASR & TTS software	Automatic Speech Recognition (ASR) and Text-to-Speech (TTS) software from Genesys.	No	No		G	G	NA	
Self-Service	3rd Party ASR & TTS integration	Vendor-provided integration to 3rd-party Automatic Speech Recognition (ASR) and Text-to-Speech (TTS) software.	No	No		RM H1 2019	G Nuance	G Nuance	
Self-Service	3rd-Party IVR integration	Works with 3rd-party IVR	No	No		PS	PS	PS	

			SC Input			Capability Matrix			
		platforms							
Self-Service	Visual IVR	Visual IVR enables customers to use digital channels (i.e. web, mobile), be offered personalized IVR-like choices and then transition from the digital channel to speak with the agent who has full context, resulting in significantly reduced handle times.	No	No		NA	NA	NA	
Self-	Knowledge	Knowledge	No	No		3rd	NA	RM	

			SC Input			Capability Matrix			
Service	Management	Management system to create, share, manage and use the knowledge and information of an organization. Integrated with the IVR, agent desktop or website.						Q1'19	
Self-Service	Chatbot (directed dialog)	A development interface and computer program which conducts a conversation via textual methods		No	No		EA	RM 2019	EA
Self-	AI/Machine	A	No	No		G Lex	RM	EA	

			SC Input			Capability Matrix			
Service	Learning/ Bots/ Alexa/ Genesys "Kate"	computer application which is able to learn without being explicitly programmed					2019		
Workforce Engagement Management	Workforce Management (WFM; forecast, schedule, adherence)	A tightly integrated solution which enables a company to optimize their workforce around forecasting, scheduling and managing an agents schedule as well as monitoring in real-time how well the	No	No		G	G	G	

			SC Input			Capability Matrix			
		agents are "adhering" to their assigned schedule							
Workforce Engagement Management	3rd-Party WFM Integrations (out-of-the-box, vendor-supported)	Vendor-provided integrations to major 3rd-party WFM vendors such as Nice, Verint, Telopti, etc.	No	No		G Verint	G Verint, Nice (IEX/ TotalView), Aspect eWFM, GMT, InVision, Injixo (Cloud only), Pipkins (RTA only)	RM Q4'18 Verint, Nice (IEX/ TotalView), Aspect eWFM	
Workforce Engagement Management	3rd-Party WFM Integrations (custom integration)	The software development tools which enables a custom integration to a 3rd-party WFM solution.	No	No		PS	PS	PS	
Workforce	Call	A solution	No	No		G	G	G	

			SC Input			Capability Matrix			
Engagement Management	Recording	which records customer/ agent telephone/ audio conversations (over the PSTN or VoIP). This could be for 100% of all calls or smaller portion if desired.							
Workforce Engagement Management	3rd-Party Recording support	Ability to integrate with a 3rd-party call recording vendor such as Nice or Verint.	No	No		NA	3rd	NA	
Workforce Engagement Management	Screen Recording	A solution which records screen	No	No		G	G	G, L Screen Recording with Voice	

			SC Input			Capability Matrix			
		shots (screen capture) of the agent's desktop while they interact with a customer (i.e. while on a call or handling other interaction channels)						Interaction	
Workforce Engagement Management	Word-spotting (real-time)	A solution which uses speech recognition to, in real-time, determine if certain key words were spoken by the agent or the customer	No	No		NA	G	NA	

			SC Input			Capability Matrix			
		as well as alerts to supervisors if certain words are recognized							
Workforce Engagement Management	Speech and Text Analytics	A fulll-featured solution which enables a company to manage agent compliance and quality through detailed analysis of agent audio recordings and digital communications (i.e. chats, emails, etc.). Search categorization and	No				3rd	PS	G, L

Speech Omly |

			SC Input			Capability Matrix			
		powerful visualization of the analysis is provided.							
Workforce Engagement Management	Quality Management	Tools to automate agent performance which enables the improvement of agent skills, helps manage compliance risk, and delivers consistent customer experiences.	No	No		G	G	G	
Workforce Engagement Management	Skill Assessment	A solution which enables full-featured test	No	No		NA	NA	NA	

			SC Input			Capability Matrix			
		creation, distribution, grading/ performance so companies can see where each agent may need training. Agent performance can trigger automatic update of one or more agent skills which are defined in the Genesys CIM Platform.							
Workforce Engagement Management	Training Management	A solution which enables the ability	No	No		NA	NA	NA	

			SC Input			Capability Matrix		
		to create, manage, and schedule, for example, multiple agent training activities, team meetings, and one-to-ones automatically in Genesys Workforce Management (WFM). The training schedule process can include room and trainer availability/location or any						

			SC Input			Capability Matrix			
		combination of agent, room, and training. For team meetings and one-to-ones, this automatically includes the manager.							
Workforce Engagement Management	Coaching	A solution for supervisors to analyze and identify agent performance gaps which enables targeted coaching for each given agent	No	No		G	G	NA	
Workforce	Long Term		No	No		G (via	G (via	G (via	

Engagement Management	Planning			SC Input			Capability Matrix			
							Decisions)	Decisions)	Decisions)	
Open Platform	Agent Desktop (browser-based, thin-client)	The primary browser-based desktop interface agents use for handling interactions					G	G, L	G, L	
Open Platform	Agent Desktop (thick-client)	The primary desktop interface (thick-client; i.e. an application which runs on the agent's desktop or via VDI vendors) agents use for handling					G	G	NA	

			SC Input			Capability Matrix			
		interactions							
Open Platform	Integrate with custom agent desktops	Software development kits which enable Genesys agent desktop objects to be integrated into a customer's custom developed desktop	No	No		GA	PS	PS, L	
Open Platform	Screen pop browser-based 3rd-party via URL	The ability to "pop" a browser on the agent's desktop with specific query string (e.g. a CRM's case number)	No	No		G	G	G	

			SC Input			Capability Matrix			
		embedded in the URL of the 3rd-party application							
Open Platform	Screen pop - thick client 3rd-party CRM	The ability to "pop" a 3rd-party CRM application on the agent's desktop, not using a URL, but instead communicating to the 3rd-party CRM with the required protocol/ method (again, not a URL in a browser)	No	No		PS	PS	PS	
Open Platform	CRM Client Integrations	Vendor-provided interfaces	No	No		G SalesForce,	G	G, L SalesForce	

			SC Input			Capability Matrix			
		to major CRM vendors				Zendesk, Others via Appfoundry		(GA), Oracle ServiceNow (PS) or WWE can have browser-based CRM in iFrame (PS)	
Open Platform	Outbound calls by agent from agent desktop (manual dial)	No outbound campaigns involved	No	No		G	G	G	
Open Platform	Send outbound fax from agent desktop	Initiate an outbound fax during a customer interaction.	No	No		G	G	3rd, PS	
Open Platform	Response library for agent desktop	Provides consistent responses made available to agents on their agent desktop.	No	No		G,L Limited compared to GenesysEngage-onpremises. Supports e-mail / chat	G	G	

			SC Input			Capability Matrix			
Open Platform	Agent Scripting	A tool as well as an interface to assist agents in their dialogue with customers.	No	No		G	G	3rd	
Open Platform	Supervisor Desktop	Combined with Agent Desktop or separate Desktop for Supervisors	No	No			G	G	G
Open Platform	Physical phone for agents	List of supported 3rd-Party phones specified.	No	No		G https://help.mypurecloud.com/ articles/ managed-phones-models-and-features-matrix/	G Polycom VVX phones	G, L See Supported Media Interfaces Guide, Supported Hard Phones EA: Device Mgmt for AUDC and Polycom Desk phones	
Open	SW SIP	Agents do	No	No		G	G	G, EA	

			SC Input			Capability Matrix			
Platform	Endpoint for Agents	not need a physical/ hard phone to take calls. A software SIP Endpoint is integrated into the Agent Desktop.				WebRTC Softphone (not SIP)		Genesys SIP Endpoint for Agent Desktop	
Open Platform	3rd-Party Wallboard integration or statistics display on a monitor/ TV	A software development method provided to easily integrate to a 3rd-party wallboard vendor or, for example, TVs	No	No			G	G	G (Pulse) G (Stats API)
Open Platform	3rd-Party solution custom integration	A software development method/ tools for	No	No		G	G	L, PS	

			SC Input			Capability Matrix			
	with the Platform's key components	integrating to key Genesys components. This provides the ability for system integrators to integrate to most 3rd-party applications as well as develop full solutions to augment the Genesys platform.							
Open Platform	Chat Integration with Skype for Business	Using the GenesysCloud Skype for Business App GenesysCloud users can				G			

			SC Input			Capability Matrix			
		chat directly with Skype for Business contacts inside the GenesysCloud interface							
Non-functional	High Availability	Offers exceptional HA capabilities	No	No		G	G	G	
	Remote Survivability		No	No		With local GenesysCloud Edge	With local SIP Proxy / Media Server	L Custom	
Non-functional	Multi-tenant or single-tenant (no shared infrastructure)		No	No		G	G	NA	
Non-functional	Security	Meets many security standards	No	No		GenesysCloud 1, 2 & 3 HIPPA Compliance, PCI DSS (with	PCI-DSS 3.1 Level 1 Service Provider, SOC 2 Type II, ISO	GDPR, PCI-DSS 3.1 Level 1 Service Provider, SOC 2	

							SC Input		Capability Matrix	
							Secure Pause), GDPR Compliance GenesysCloud 2 & 3 PCI DSS (with Secure IVR) SSAE 16 SOC 2 Type II	27001: 2013, HIPAA/ HITECH Compliance. Authentication and Authorization, Audit Trails, Secure Transport, Secure Storage. Genesys PureConnect Cloud hosts our services at third-party datacenters. These datacenters hold SSAE-16 SOC 1 Type II, SOC 2 Type II, or ISO 27001 certifications as applicable to the region where they reside.	Type II, ISO 27001: 2013, HIPAA/ HITECH Compliance. Authentication and Authorization, Audit Trails, Secure Transport, Secure Storage. Genesys Multicloud CX hosts our services at third-party datacenters. These datacenters hold SSAE-16 SOC 1 Type II, SOC 2 Type II, or	

			SC Input			Capability Matrix			
								ISO 27001 certifications as applicable to the region where they reside. RM: FedRAMP 2H'18 See Genesys Cloud Security Whitepaper.	
Non-functional	Single Sign On	Integration with customer provided Single Sign On Solutions	No	No		Microsoft ADFS, Microsoft Azure Premium, Okta, OneLogin, SalesForce, SAML 2.0	Microsoft ADFS, SalesForce, SAML 2.0, Ping, IBM Lighthouse	External Authentication using LDAP L: SSO 2H'19	