



Resilience



The Genesys Cloud CX platform leverages AWS regions and availability zones to provide foundational availability and resiliency to all of our customers. Genesys Cloud is always deployed and running in an Active/Active/Active model across a minimum of three availability zones. Genesys has done extensive work to the design of our software to provide fault-tolerance and automatic mitigation of potential issues. The Genesys QA process consistently injects multiple failures during testing to continually validate that Genesys Cloud is able to withstand many service impairments including and up to failure of an entire availability zone (data center). The architecture and deployment of Genesys Cloud CX has allowed customers to realize best-in-class uptime.

The Verizon IPCC network utilizes IP Sec tunnel peering between 3 geo-diverse IPCC service nodes to 4 redundant Genesys Cloud Edge devices located in each regional AWS edge.

Genesys Cloud has a robust Routing Plan configuration with automated fail-over and treatment for each of their individual terminations within a region.

The goal is to provide an architecture that delivers 100% uptime. If a problem is encountered, Genesys follows a philosophy of “Do Not Repeat” – understand what occurred and take corrective actions to prevent a re-occurrence. The focus is on continual improvement. We consistently deliver 100% uptime on Genesys Cloud and in fact publicly publish a dashboard detailing month-over-month performance for the previous 18 months at <https://status.mypurecloud.com/>.

Genesys Cloud operates in an Active/Active/Active manner and is designed to provide high availability and resiliency, however some enterprises have specific needs for business continuity or disaster recovery which go beyond the scope of what is natively provided by Genesys.

While Genesys provides a highly available solution in an Active/Active/Active configuration, some customers may require a business continuity environment that is established in a region different than

their production services. Genesys Cloud is deployed in 10 separate AWS regions, allowing customers to elect a different region based upon their needs. An investment in additional locations should align with the customer’s business continuity needs and uptime standards that they have established for other enterprise applications. A separate deployment requires ongoing work to test, and moving to a new region requires additional operational procedures, which includes a definition of Recovery Time Objectives and what layers of functionality to deliver.

About Genesys

Genesys® powers more than 25 billion of the world’s best customer experiences each year. Our success comes from connecting employee and customer conversations on any channel, every day. Over 11,000 companies in more than 100 countries trust our #1 customer experience platform to drive great business outcomes. Genesys on-premise and cloud solutions are built to be fluid, instinctive and profoundly empowering. Combining the best of technology and human ingenuity, we work the way you think.

About Verizon

For over 30 years, Verizon has helped global enterprises launch innovative contact center solutions. As an operator of one of the world’s largest IP networks, our industry experience helps you meet the needs of hybrid workforces with Cloud CX. Deliver consistent caller experiences, and connect to customers worldwide with our leading contact center solutions.