

Manufacturing

Global manufacturer gives customers dependable service experiences.

This global manufacturer was working with a local service provider to put contact center solutions in place. Its independent locations delivered inconsistent, disconnected experiences with aging technology. Verizon and Genesys stepped in to replace the manufacturer's contact center experience with an entire solution as a service, using Verizon IPCC and Genesys PureConnect. With consolidation of local contracts, consistent pricing, and development of one corporate standard platform across all parts of its business, the manufacturer now deploys with ease, and offers the same experience to its customers globally.

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.