

Case Study | Customer Experience



Migration Service for Logistics Service Provider

About Client

Customer is one of the largest logistics service provider in APAC.

Technology Used

Genesys Contact Center 8.X, Genesys Workspace Edition 8.5, .NET Framework 4.0

Business Benefits

- Providing the resources with the right skill needed to execute the migration in a shorter time frame
- Ensured cost-effectiveness and quality of service
- Ensures Business Continuity

Business Challenges

- Difficulty in managing the Genesys Infrastructure
- Need for upgrading GVP to the next version to avail continued support and extended functionalities which come together
- Design and develop IVR Application based on Genesys platform and to migrate from existing IVR application

Solution Provided

- **Application Migration:** Migrating on premise Genesys contact center and applications running on Genesys Voice Platform 7.6 to GVP 8.x.
- **Migration to Outsourcing Vendor:** Migrating the GVP and applications from the client to the outsourcing vendor
- Tested the IVR Application, providing UAT and on-going support for managing the GVP Application

