

Banking

Strong regional bank modernizes to focus on critical operations.

This major regional bank needed a new call center platform—quickly. It was fighting downtime during the retirement of legacy CPE, and needed to modernize its call center capabilities. Verizon's collaboration with Genesys gave the bank a complete CX and CSR solution, while also managing security, performance, and maintenance along the transformation journey. By consolidating services, the bank could focus on critical operations and customer needs. Verizon and Genesys put a dedicated, hosted, and secure managed environment in place to support 700 concurrent users for call processing, added key services like speech recognition, and offered solutions for efficient routing and CRM integration. With low upfront costs and pay-per-usage cloud-based services, the regional bank added quality to its customer experience.

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.