

Deliberate GmbH integrates Kuando Busylights with Genesys Cloud



BÖBLINGEN, DENMARK – JUNE 15th, 2020 – The portfolio of Deliberate, one of the leading Cloud Contact Center experts in Germany, will be enriched by a special add-on for Genesys Cloud applications. Together with Plenom, the Danish top manufacturer of intelligent products especially for open-plan offices, the hardware product “Kuando Busylight” has been optimally adapted for Genesys Cloud. The add-on, which Deliberate is distributing globally under the name “blinkyDings”, uses visual indicators to display the current status of the agent and informs both the agent itself and the entire customer service team about incoming interactions.



Missed calls are thus a thing of the past – efficiency and work-saving transparency are the future. “blinkyDings” is available immediately. At the product launch, interested parties can also benefit from attractive offers and a 30-day free trial of the app. Read more: <https://deliberate.de/en/blinkydings/>

About Deliberate:

The German contact center expert Deliberate celebrates its tenth anniversary this year. The company was founded in 2010 as a consulting firm and has developed itself into one of the leading cloud contact center experts in Germany. Deliberate implements projects in the entire industry and offers also a wide range of professional and support services.

About Plenom:

Plenom is a Danish design and engineering company specializing in creating notification solutions, no matter the office environment or layout. After creating kuando Busylight's presence, call alert, and notification system in 2003, contact centers across the globe have saved time and money. The simple but effective color-coding system allows agents to display their availability status to colleagues or even signal when supervisor assistance is required. With a built-in speaker for audio alerts and customizable mounting options, kuando Busylight can be incorporated into any call center or office environment. More at www.plenom.com.

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