



Our Applications

for  Genesys Cloud CX™




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Deliberate is Resell-, Technology- and AppFoundry-Partner and has been in the market for more than 11 years. Our company was founded as a consulting company and has developed into one of the leading cloud contact center experts in Germany and Switzerland. Deliberate has a powerful solution portfolio for implementing a wide range of customer requirements. Our own software products also create added value for users and customers in the branch environment.

Our own developments were all based on real customer requirements that could not be covered natively with Genesys Cloud CX. Some of these customized project solutions evolve into standardized solution extensions based on market requirements and ultimately find their place in the  GENESYS™ | AppFoundry, where they can then be easily used by other partners to contribute to the success of their customer projects.

In this brochure you will find an overview of the applications that are immediately available to partners and their customers to date.

 eveloped
by DELIBERATE

 GENESYS™
Silver Partner



for Genesys Cloud.

blinkydings



Never miss
a call again!

- Agent-Status
- Ring-no-Answer
- Presence
- Current Interaction
- Call-Status
- Assistance-Request

OPTIMIZED
REACHABILITY
BY EFFICIENT
TEAMWORK.

blinkydings is a special add-on to the Genesys Cloud application. It signals the current Genesys status of your agents and informs about incoming interactions, easily visible for the whole customer service team and of course, also for the agents themselves. For example, Pure Communicate users, can have their personal status or call status displayed.

Signaling takes place visually by use of an external USB color LED light and by on-screen desktop notifications. Each status event can individually be configured to have a unique color and blink behavior.



Add-on software available for Windows 7, 8, 10 and macOS (coming soon).



Simply connect the busylight via USB.



Central configuration via cloud based administration portal.



2-fold encrypted data transmission for secure administration access.

What's blinkyDings ?

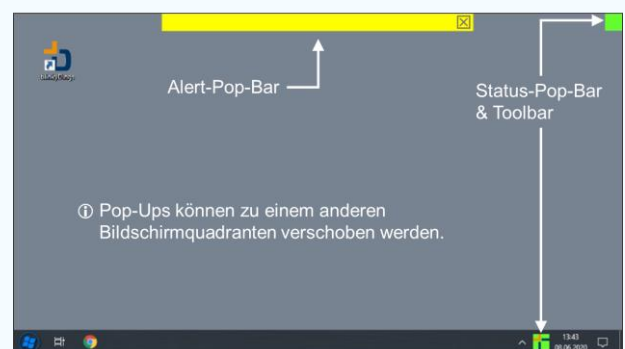
blinkyDings is a client application that extends the notification capabilities of Genesys Cloud. It provides signaling for each Genesys agent presence status, call status and routing status. It also includes the "Need Assistance" feature (also with hotkey) for notification and call for help (e.g. to team leader).

Each status can individually be configured to have a unique color and flashing behavior. For pure Communicate users, for example, the personal status or call status can be displayed. These visual popups appear on the screen above all windows, i.e. even if the browser initiating the notification is running in the background. Optionally, an external color LED light connected via USB can be used.

blinkyDings GUI

The notification is displayed at 3 screen positions:

- Wide bar at the top of the screen
- Small box in the upper right corner
- At tool bar in the lower right corner
- Optional via USB light



Fields of Application

In principle, browser-based applications do not signal outside the browser. If the browser is running in the background, or the user is not looking at the screen, notifications can often be overseen. Acoustic signaling is usually not desired in a contact center environment. Communicate users, on the other hand, do not permanently work with a headset on and therefore often do not notice a ringing event. blinkyDings makes it possible to see what is happening in the browser outside the browser, either on the screen or via the additional hardware

Status Information

Basically one can distinguish between two types of status:

Alerting State

The following states can be displayed, e.g. for incoming interactions:

- | | |
|-------------------|------------------|
| ■ Request Support | ■ Dialing |
| ■ Alerting | ■ Not Responding |
| ■ Offering | ■ Disconnected |
| ■ Contacting | ■ Terminated |
| ■ Connected | |

Presence State

The following presence states can be displayed (mostly similar to Genesys Cloud):

- | | |
|-----------------|------------|
| ■ Custom States | ■ Training |
| ■ Busy | ■ Offline |
| ■ Meeting | ■ Away |
| ■ Available | ■ Break |
| ■ Idle | ■ Meal |
| ■ On-Queue | |

Fits perfectly: USB Light - kuando Busylight

- Two different designs, Alpha and Omega
- 360-degree visible angle
- USB connected with 3 m cable (no additional power supply necessary)
- Multi color LED light
- **Attractive bundle with blinkyDings available**



Kuando Busylight UC Omega



Kuando Busylight UC Alpha



Configuration & Provisioning

QR-Code contains URL with Client UID

- Scan QR
- Login (once)
- Device is added

Next desk

- Scan QR
- Device is added...

(Standard camera app)

(Mobile browser)

Provisioned by Central Cloud Configuration Backend

Choose:

- Alert States (call & routing) to react on
- Color
- On or Blink

Choose:

- Presence States to react on
- Color
- On or Blink

Don't forget the Signaling Hierarchy!

Alert State	Color	Blink Time
RequestSupport	Yellow	6000
Alerting	Yellow	6000
Offering	Yellow	6000
Contacting	Yellow	6000
Connected	Red	6000
Dialing	Red	6000
NotResponding	DeepCyanBlue	6000
Disconnected	-	-
Terminated	-	-

Presence State	Color	Blink Time
CUSTOM STATE 1	Light	0
BUSY	Red	0
MEETING	Red	0
AVAILABLE	Light	0
IDLE	Light	0
ON_QUEUE	DeepCyanBlue	0
AWAY	Yellow	0
BREAK	Yellow	0
MEAL	Yellow	0
TRAINING	Yellow	0
OFFLINE	Gray	0

for Genesys Cloud.

HniCa



The add-on for your Genesys Cloud application that allows users to make outgoing calls with a user-defined number (caller ID).

**individual caller-ID
& click-to-dial**

BENEFITS:



Targeted routing of callbacks means time savings, thus relieving employees and increasing the service level.



Can also be used by non-agents (communicate users), which increases efficiency for business users.



The personal extension number does not have to be disclosed - helpful for people who do not want to be called directly.



Calls to a group number ensures accessibility, which leads to higher customer satisfaction.



Preset numbers allow quick and targeted selection from the drop-down menu, thus eliminating the need for repeated entry.



Simple Chrome browser add-on that can be installed directly from the web store.



Built-in "click-to-dial" functionality allows numbers to be dialed directly from the Chrome browser without the need for additional copy and paste. This saves time.

Outgoing calls with user-defined number may be necessary for agents or business users who work in multiple queues and/or groups. For example, it can be ensured that only the group number is displayed and that when the customer calls back, this call is also returned to exactly this group. It is therefore not necessary to give out the personal extension number. By default, Genesys Cloud allows a number to be entered for each outgoing call, but it cannot be saved for future calls.

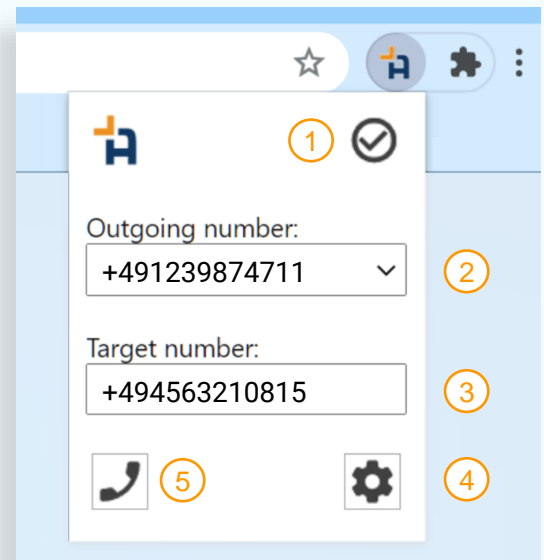
AniCa provides a very convenient remedy here: A list of numbers can be configured and selected via a drop-down menu before an outgoing call is made. The last number selected is already preset for the next call. This tool transfers the call command to the Genesys Cloud and thus eliminates the time-consuming manual entry of numbers before each call.

Call number management

The outgoing phone numbers*¹⁾ available for selection are managed directly in the architect of the Genesys Cloud Admin interface via a database table in which the phone numbers are entered and (optionally) given a name.

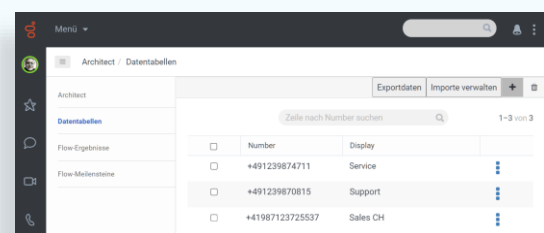
Click-to-Dial-Funktion

On any web page, you can highlight a number in the text, right-click the text selection, and choose "Make Call" from the menu. In the menu you will see the text selection and next to it the outgoing number.



Main window

- ① Status display
 - ② Selecting the outgoing number
 - ③ Entering the destination number
 - ④ Status / Settings
 - ⑤ Making a call
- ☑ Status display shows connected and ready
 - ⌚ Status display shows not ready
 - 📞 "Make call" key is selectable
 - 🔒 "Make call" key is locked



*1) For legal reasons, you may only use outgoing numbers for which you are authorized or which are assigned to you.

displayDings

Dashboard for Genesys Cloud

Customized dashboard values
for Genesys Cloud - real-time and historical.



displayDings is the out-of-the-box solution for creating and viewing advanced and customized metrics from your Genesys Cloud Contact Center.



An ideal tool to provide your teams with extended visual information in a quickly visible way.

What's displayDings?

displayDings is a highly customizable out-of-the-box package for different metrics and statistics, in real-time. All these statistics can be shown browser-based on a PC, on a wall board or even on a mobile device.

If defined threshold values are exceeded or undershot, alerts can be colour coded on the screen or notifications can be sent over IM clients (Webex, Microsoft Teams, ...), texting and E-Mail to a supervisor.

In the standard package, all is based on teams or departments and a team can consist of one or more queues. Rights can be assigned very granularly on a role/permission basis (agent, team leader, all) and all of these can have different permissions, even broken down to an agent's performance. Pre-defined layouts help you setting this up very fast. Everything is individually configurable and can be customized to meet the specific needs of every single customer.

We use the metrics provided by Genesys Cloud plus internal data, which can be used to calculate a plenty of values. As an option, further data, e. g. SQL sources or third-party systems accessible via RESTful APIs, can be integrated as well or the data can be exported to MS Excel or other BI systems.

Our architecture is based on Elasticsearch and Kibana (ELK Stack), which makes a rock solid and great solution for indexing, structuring and visualizing large amounts of data.

This is a cloud-based offering with no need to install any software, up and running in a short time.

Use this valuable data to make decisions that affect your SLA's and KPI's in real-time and increase the success of your Genesys Cloud Contact Center!

Advanced graphical display and design options

- Flexible options to include additional non-Genesys information and to show other information than Genesys KPIs
- Create and Change Dashboards thru team leader
- Automatic switch between dashboard views
- Extended roles and permissions
- Different Channels, Groups, KPI's

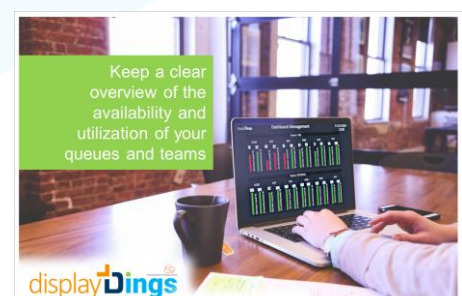
These metrics are instantly available in the standard solution:

Per Agent:

- Number of Inbound/Outbound Calls (amount)
- Agent Presence/RoutingStatus (amount)
- Agent Status (list)

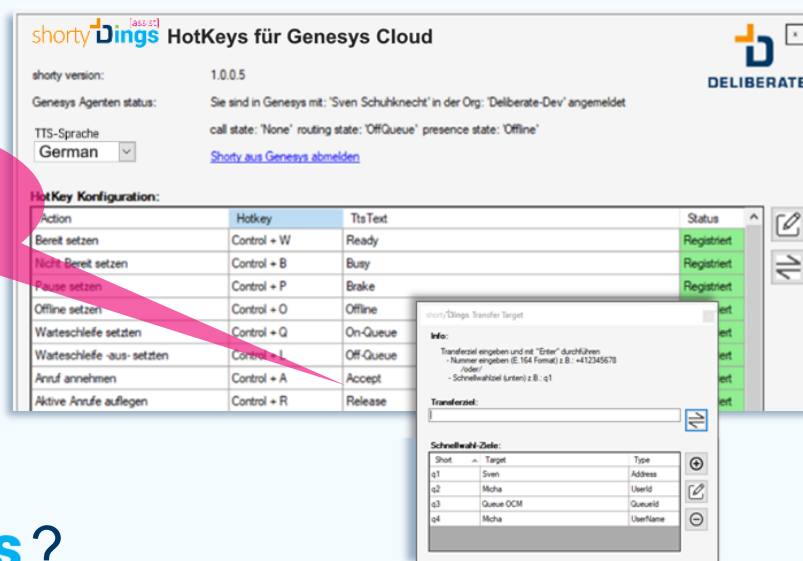
Per Team:

- Availability (%) per day
- Availability (%) per interval (30 min)
- Service Level (%) per day
- Service Level (%) per interval (30 min)
- Average waiting time (time)
- Average call duration (time)
- Waiting calls (amount)
- Calls in progress (amount)
- Total number of calls per day (amount)
- RONA Quote (amount)
- Number of calls that did NOT wait longer than 30 sec per day (amount)
- Number of calls that waited longer than 30 sec per day (amount)
- Number of calls that waited longer than 60 sec per day (amount)
- Number of calls that waited longer than 3 min per day (amount)
- Number of calls that waited longer than 5 min per day (amount)
- Number of calls that waited longer than 10 min per day (amount)




shortyDings

for  Genesys Cloud™



What's shortyDings?

shortyDings provides keyboard shortcuts in Genesys Cloud CX™ and thus enables more efficient work in the contact center. The definition of the shortcuts for the respective function can be defined by the user. Currently, the functions provided are designed for the inbound voice channel.

The app is also available in the extended version: 

shortyDings [assist] does not only provide shortcuts, but also an input confirmation of the called function via a speech output [assist]. The speech output is done via Text2Speech and can be freely configured by the user for each function and shortcut.

This input confirmation enables **barrier-free** working with Genesys Cloud CX™ and thus offers the possibility to use Genesys Cloud CX™ as a **workstation for the blind**.

Another advantage of shortyDings [assist] is supported work with Genesys Cloud CX™ even if the application itself is only active in the background. Agents can, for example, work in your CRM application and receive, forward and complete calls with wrap-up code without switching to the Genesys Cloud CX™ interface.

The provided shortcut functions at a glance:

Function	Description
Set ready	sets the user to the "ready" / "available" status
Set not ready	sets the user to the "not ready" / "not available" status
Set break	sets the user to the " break " status
Set offline	sets the user to the "offline" status
Set queue -on	sets the user to the "ACD on" status
Set queue -off	This function is only available in certain situations via API from Genesys. It is recommended to sit down directly in ready or pause mode, for example.
Accept call	Unfortunately, the function for answering a call is not yet available from Genesys. Implementation recommendation via Autoanswer configuration on the person and, if necessary, configuration of Whisper Audio in the respective waiting loops assigned to the person
Hang up active calls	Hangs up an active call
Reject / close active / open interactions	Rejects incoming interactions. Note: Genesys then asks whether the user should remain on hold or go off-queue. this dialog is unfortunately not directly controllable, so the following procedure should be used here: <ul style="list-style-type: none"> • ACD off = put in status Ready • Stay in ACD = set to status Ready and then to queu
Set default wrap-up code	Sets the default wrapup code after an ACD interaction. <i>Note: this function is only possible if no special codes are configured for the queue.</i>
Call on hold -ON-	Puts an active call on hold status
Call on hold -OFF-	Retrieves a call from hold
Forward call to [Forwarding destination]	Opens the transfer dialog, which can be used to initiate a transfer to various destinations. The dialog window always appears TopMost.
Calls Mute -ON-	Turns on the microphone function of Genesys Cloud
Calls Mute -OFF-	Turns off the microphone function of Genesys Cloud
Microphones Mute -ON-	Turns on the microphone function of Windows
Microphones Mute -OFF-	Turns off the microphone function of Windows
Shorty Status	Output: outputs the status of Short
Availability status	Output: outputs the current presence status in Genesys
Number of waiting calls (sum of my queues)	Output: outputs the number of waiting calls as a sum over all queues assigned to me
Number of waiting calls (/per my queues)	Output: outputs the number of waiting calls as a scalar value per queue of all queues assigned to me

[assist] only

Note:

- When defining the HotKeys / Shortcuts it is important that they do not conflict with HotKeys already defined by Windows or other applications.
- Shorty supports initially only the channel inbound telephony
- to set the status codes in combination with shortcuts no "Secondary" statuses are supported.

visual IVR for Genesys Cloud

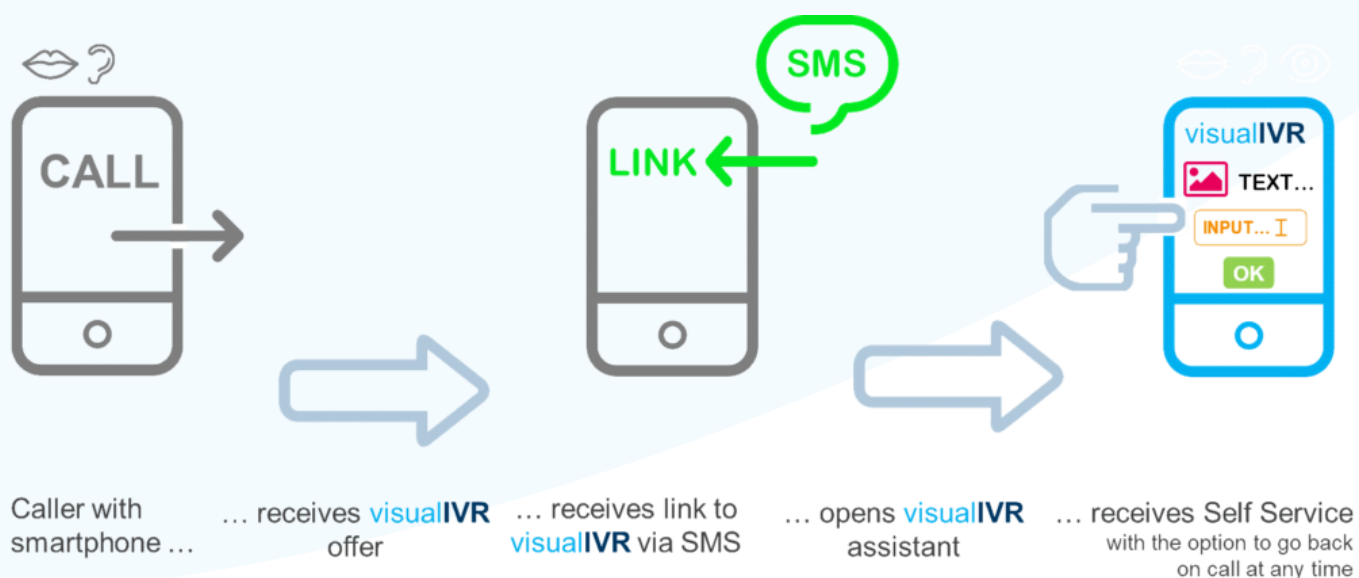
smart-IVR

smart-IVR is a visual IVR solution developed by Deliberate based on Genesys Cloud.

Every customer has probably already had some experience with an IVR - Interactive Voice Response. Mostly in the form of selection menus or queries via which the caller can make entries on the telephone by means of speech (or key dialing). Be it for navigation or authentication, up to the execution of complete self-services or voice applications. Unfortunately, this is often very cumbersome and not user-friendly for the customer.

The visual IVR solution **smart-IVR** now offers the option of displaying menus and queries on the screen in parallel to the voice call and navigating, selecting and making entries via them. Even complex applications can be displayed with good usability.

The visualization of an IVR leads to simpler, more comfortable and also error-free operation and thus also to more customer acceptance.








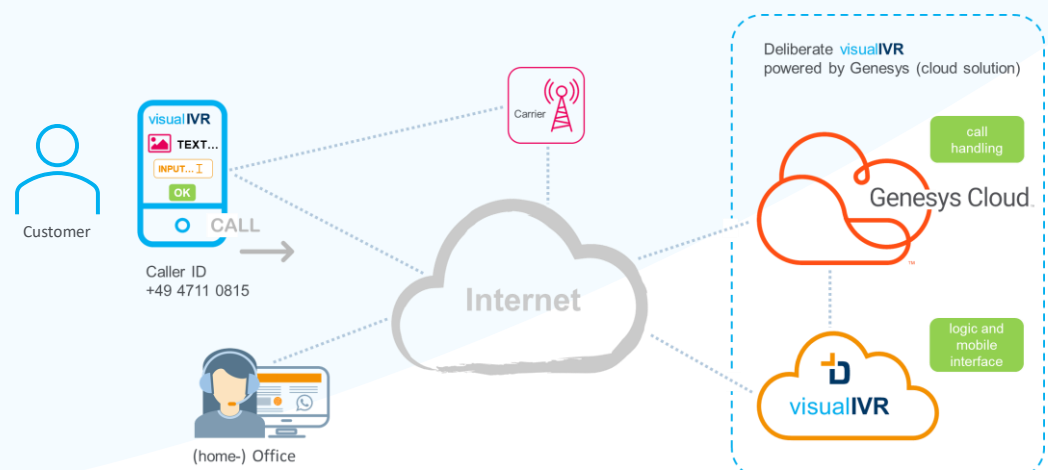


Benefits:

- Increased customer satisfaction
- Increased use of digital services
- Reduced workload for employees
- Faster and easier for users
- Reduction of process unit costs
- Speed by automation

Potential Use Cases:

-  Damage assessment directly via integration of video
-  Integration of messaging services, such as WebChat, WhatsApp, etc.
-  Scheduling appointments with sales, demo requests
-  Close integration with Robotic Process Automation (RPA) to optimize process flows
-  Call-to-case or message-to-case



Schematic system sketch of the cloud-based visual IVR solution



blinky**Dings**

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