

The decision for the Genesys cloud solution

Why we chose it



In today's digital business world, efficient communications solutions are critical to a company's success. Choosing the right telecommunications solution can have a significant impact on a company's productivity, costs and flexibility. For this reason, we decided to use Deliberate's Genesys Cloud solution for our company's telephony needs. Below we explain the reasons behind this decision.

At a glance

Customer: HUK-Autowelt

Industry: Car Services

Location: Düsseldorf, Germany

Product: Genesys Cloud CX™

- 30 Agents
- 60 Office-User
- Inbound-Voice
- ZOHO-Integration

Partner: Deliberate GmbH
• [infinix Group](#)

1. Scalability:

Our business needs can change from time to time, whether due to growth or seasonal fluctuations. With a cloud telephony solution, we can flexibly adjust our communication capacity by easily adding new users or scaling existing resources.

This allows us to manage our costs in line with our actual needs while maintaining high quality and availability.

2. Cost Efficiency:

Traditional phone systems often require expensive hardware, maintenance and IT resources to keep them running. With a cloud telephony solution, these costs are largely eliminated. Instead, we can focus our resources on optimizing our core business functions rather than investing in hardware management. Monthly billing for cloud telephony is transparent and allows us to better plan our expenses.

3. Mobility and Flexibility:

Today, our employees are often mobile and work from different locations. With the cloud telephony solution, they have the ability to access their business communications from anywhere, whether in the office, at home or on the road. This increases flexibility and allows us to increase employee productivity without being bound by geographic limitations.

4. Automated features:

Modern cloud telephony solutions offer a wide range of automated features that can improve communications and the customer experience. These include call routing, call recording, interactive voice response (IVR) systems, and more. These features enable us to respond more efficiently to customer requests while improving the quality of our services.

5. Continuous Updates and Security:

Deliberate and Genesys take care of the maintenance and security of the systems. This means we don't have to worry about outdated hardware or security breaches. Our communications platform is continuously updated to meet the latest standards and requirements, and our data is stored in a secure manner in highly available data centers.



Overall, we chose Deliberate and Genesys because it best meets our business needs and provides us with the flexibility, cost efficiency and security we need to succeed in today's competitive business environment. We are confident that this decision will help us to improve our communications and achieve our long-term business goals.

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About Genesys

Every year, Genesys® orchestrates billions of remarkable customer experiences for organizations in more than 100 countries. Through the power of our cloud, digital and AI technologies, organizations can realize Experience as a Service®, our vision for empathetic customer experiences at scale. With Genesys, organizations have the power to deliver proactive, predictive, and hyper personalized experiences to deepen their customer connection across every marketing, sales, and service moment on any channel, while also improving employee productivity and engagement. By transforming back-office technology to a modern revenue velocity engine Genesys enables true intimacy at scale to foster customer trust and loyalty.

For more information, visit www.genesys.com/de or call +1 877-412-0654

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