

Genesys recognises CX pioneers in SA

Genesys, an international leader in omnichannel Customer Experience and Contact Centre solutions, has officially recognised leading customer experience innovators at the 2018 Genesys Customer and Partner awards for South Africa and East Africa.

The awards were presented at G-Summit South Africa, a Genesys customer and partner event that forms part of the global G-Summit series. The event, focusing on taking contact centres, service centres and overall CX to the next level, also highlighted pioneers in next-generation customer experience.

Frikkie Hurn, channel manager for Southern Africa and East Africa (SEA) at Genesys, says the Genesys customer and partner awards highlighted true pioneers in the CX space - not just in the Southern and East Africa regions, but also globally. "We're proud to list these winners among our partners and customers. Their early adoption and innovative deployment of Genesys solutions have enhanced their standing as true leaders in their respective fields," he says.

The winners were:

GENESYS PARTNER AWARD 2018: Dimension Data

Dimension Data being a valued business partner of Genesys has adopted the Genesys PureEngage platform and implemented it globally to serve their respective customers externally and internally across the globe which will enable them to deliver world class CX!

GENESYS SMART AWARD 2018: Bytes Systems Integration

As a master of implementing the Genesys Smart methodology to achieve the fastest possible time to value for customers, Bytes illustrated its Smart proficiency in two noteworthy implementations that delivered value for its customers in under three months. One of these was for Bytes customer MultiChoice Africa, which achieved its pan African digital transformation and social media strategy in just three months.

GENESYS MOMENTS CONNECTED AWARD 2018: Multichoice Africa Limited

Multichoice Africa forward-thinking digital transformation and social media strategy has been successfully achieved on the back of Genesys solutions – not just in South Africa, but everywhere the company has a presence across the continent.

GENESYS PUREENGAGE AWARD 2018: Discovery

The Discovery group, a long standing Genesys customer and an industry innovation leader using the Genesys PureEngage platform, is continually driving the adoption of new capabilities and solutions to gain efficiencies within the business and improve customer experience.

GENESYS PURECONNECT AWARD 2018: MiWay Insurance Limited

Another local innovation leader, MiWay, is among the world's largest adopters of the PureConnect platform for process automation ensuring efficiencies and customer experience.

GENESYS PURECLOUD AWARDS 2018: Smollan

One of the first adopters of PureCloud in the world and the first in South Africa, Smollan has been innovating and growing on the back for Genesys technology for the past two years. The innovation advantage it has gained as a result has contributed to Smollan's Customer interaction Centre

recently being announced as Best Contact Centre across EMEA at the Contact Centre World Awards in Berlin.

G-Summit Johannesburg was presented by Genesys in partnership with platinum sponsor Anana, gold sponsors Dimension Data, Elingo and Pivotal Data, silver sponsor Bytes Systems Integration, and business partners AudioCodes, Genii Analytics and Headset Solutions at The Forum in Bryanston on 17 July, 2018. For more information, visit: <http://v2.itweb.co.za/event/genesys/g-summit-johannesburg-2018/>