

Create engaging customer experience

Managed Contact Center with Genesys

An all-in-one contact center service secured by Orange cloud, powered by Genesys Engage technology and highly customizable to match your needs.

Omnichannel Contact Center

Drive further customer advocacy thanks to a single integrated view of all media and efficient management of the universal queue.

Boost autonomy, remove complexity

Manage your service and staff on your own and in real-time, speed up changes to queues, routing or agent profiles directly from our administration portal.

Scalability and security

Whether you are adding agents, channels, locations or facing an unanticipated burst, scale your resources for a perpetual alignment with demand.

Ideal for companies with:

- 300+ agents
- MNCs ready to take on digital transformation
- Omnichannel needs
- High call volumes



**Business
Services**



All-in-one innovative customer experience service



Analytics to turn customer data into actionable insights

Bots to automate interactions and processes

Contact Center – as a Service, hybrid on-premises – to deliver prompt response and issue resolution

Workforce Engagement to boost agent performance

CRM integration to create truly personal engagement

Collaborative tools to ensure smooth communication between front-office agents and back-office experts

Interactive Voice Response to provide intuitive self-services

The Orange difference

Worldwide availability

We rely on regional datacenters in the USA, Europe and APAC and unrivalled global coverage to collect contacts where your customers are and route them to the skilled agent.

24/7 customer service

Leveraging 5 Major Service Centers and 24 Local Service Centers, we deliver follow-the-sun support in over 30 languages.

Unmatched expertise, extensive experience

200 consultants to help you define the appropriate strategy and 550+ certified experts to design, build and manage your solution.

Orange

The power of a global operator and a large scale digital service provider

2017 APAC Cloud Contact Center Service Provider of the year by Frost and Sullivan

2017 Leader in Contact Center as a Service Gartner MQ Western Europe

A
unique
partnership

Genesys

The world's #1 customer experience platform

2017 Leader in Contact Center Infrastructure Gartner MQ worldwide

2015 Challenger in Workforce Optimization Gartner MQ worldwide

2014 IVR Gartner MarketScope Strong Positive: Highest Score



**Business
Services**

More information on
Orange Business Services

<http://www.orange-business.com/en>

