

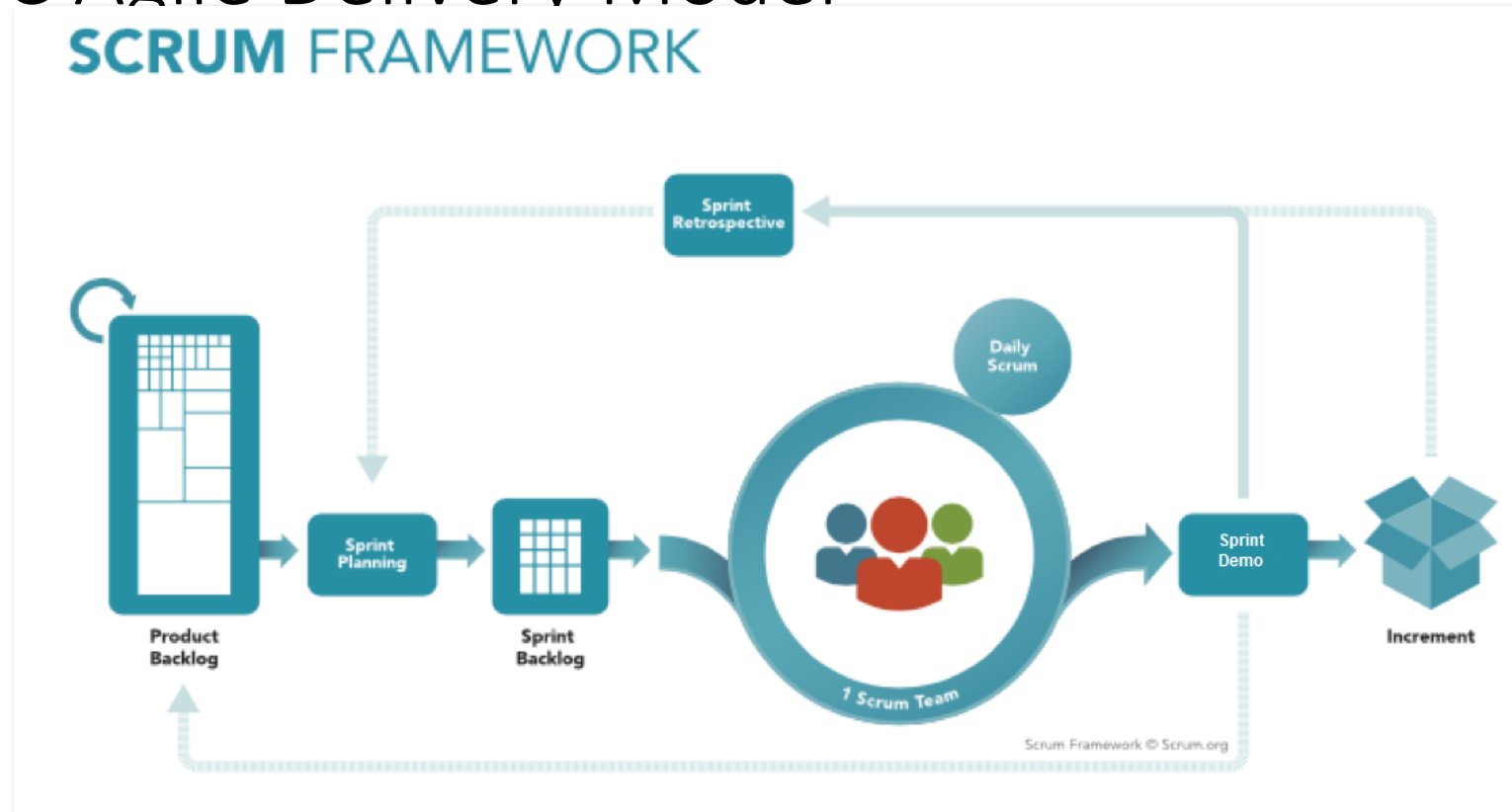
PEC Operational Support

 GENESYS™

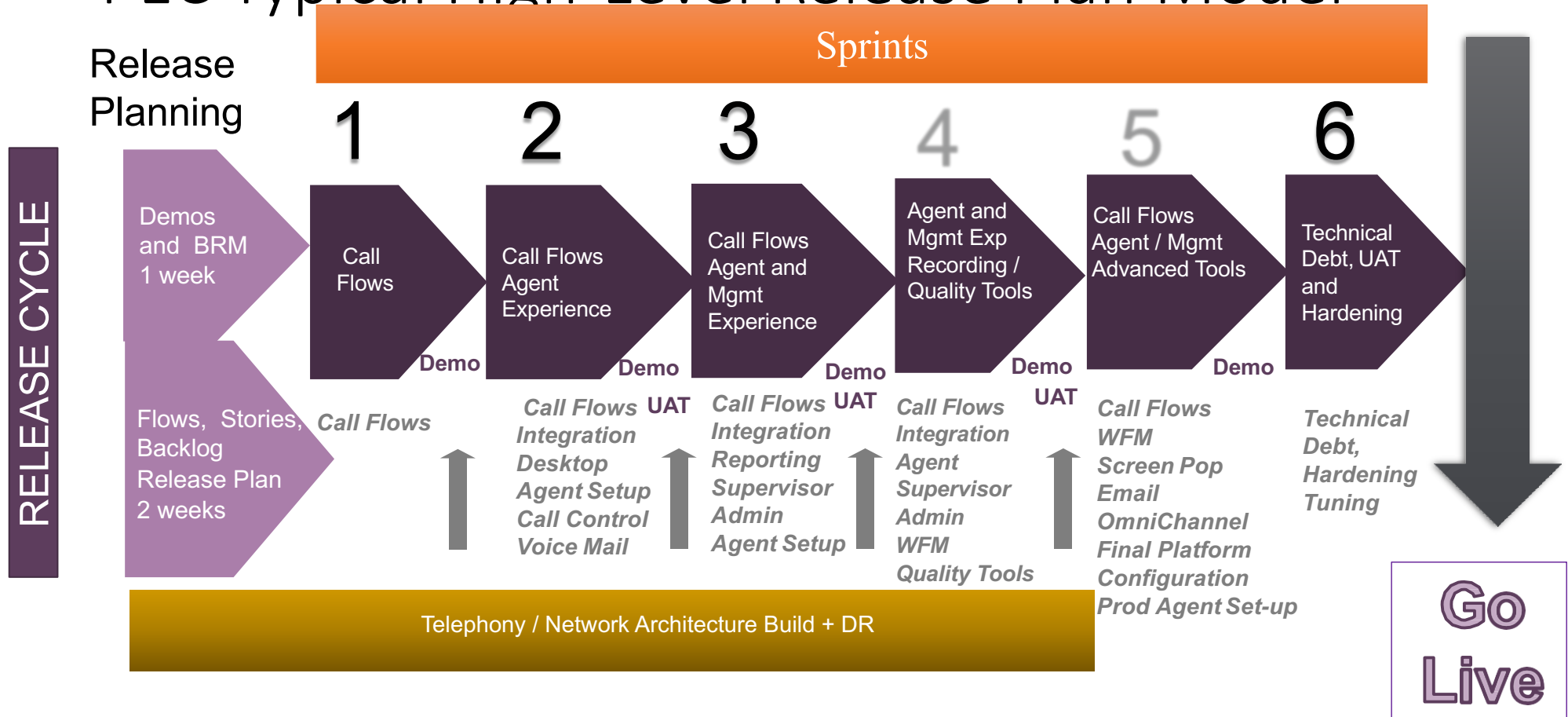


PureEngage Cloud Professional Services

PEC Agile Delivery Model



PEC Typical High-Level Release Plan Model



PEC Delivery Model Assumptions

Project Kickoff/Release Planning

- Typically lasts 3-4 weeks after SOW signature and staffing completed
- Demo based approach leveraged to facilitate Release Planning (may require 2-3 days onsite)
- Project team will collaborate with customer to create a prioritized Product Backlog of User Stories
- Release Plan drafted that maps sprint timeline and where features/functionality will be delivered to support Go-Live(s)

Sprints

- Teams will deliver User Stories over several Sprints that are 3 weeks in length
- Delivered Stories will be presented to customer in Demo at end of each sprint
- Customer begins testing functionality delivered in sprints
- Agile delivery will be supported by several key Sprint Ceremonies:
 - *Backlog Grooming*
 - *Sprint Demo*
 - *Sprint Planning*
 - *Sprint Retrospective*
 - *Daily Standups*
- Several sprints may be required before a Production Go-Live
- PS facilitates transition of customer/project to CustomerCare for support in Production

Scrum Artifacts

- As Delivered documentation will be created which covers items like design, call flows, and configuration
- Documentation maintained through Sprints to Go-Live
- No signoff or approval is required on documentation as this is replaced by demo acceptance

Scrum Roles

- PS will provide a Scrum Master and Product Owner (PO) to facilitate delivery
- Scrum Master/Project Manager owns Project Delivery
- Customer will provide a Co-Product Owner that will work in partnership with PS PO
- Remainder of Scrum/Dev Team will be comprised of both PS and Customer resources

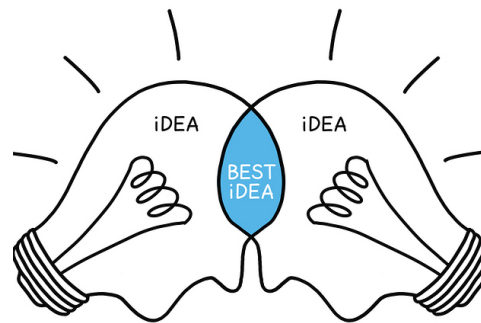
Product Ideas Lab 101

Ideas Labs Documentation Page

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What is The Product Ideas Lab?

- A centralized location for Customer Product Enhancement Ideas
- Ideas are prioritized by Customer through their Votes & Comments
- The Ideas platform encourages engagement, builds community and dialogue, and truly incorporates the **voice of the customer** into the conversation and process that drives product development
- It is important to note that while not all submitted ideas will be executed upon, community feedback will play a key role in influencing which ideas are developed



Genesys Benefits

- Insights into collective customer needs
- Validates alignment of customer needs with product Roadmaps
- Demonstrates Genesys' value of Voice of the Customer
- Allows PMs to focus on delivering most pertinent needs for customers



Customer Benefits

- Peer to peer collaboration on use of products:

Home / COANA-I-1 / New idea

10
VOTE

New Idea:

Ability to Report Transfers and Consult calls -> InteractionSegmentDetail


As a Customer Care provider we have a need to report on the transfers and consult calls initiated by our agents.

Due to this not being a standard we have had to develop customized tables for showing this

While the previous installment (3.0) had data on a call base the current installment does this on an interaction level. This will give wrong data since the Interactionssummary will show the entire interaction talk time and what not it will all be placed on the last agent and last workgroup but also on the first skill added in the IVR. This creates combination which are not possible like a technical helpdesk skill on an administrative workgroup.

Due to our need to view correct combinations of workgroup and skill on the different segments during transfers and consult calls a detailed segmentdetail table was made which is filled with data including unneeded data since it explores the XML found in Interactionsegmentdetail table. A sleeker version would be better which can be found as an example below

Peer Work-Around Suggestion:



Trent Vance commented

06 Feb 18:14

This can be done much easier by enabling "Track Routing Exceptions" within IA -> Interaction Tracker -> Items Tracked tab -> Track Routing Exceptions. It was added in the 2017 R1 release.

More information can be found here:
https://help.genesys.com/cic/mergedProjects/wh_ia/desktop/it_items_tracked.htm

- Simplifies intake
 - Reduced intake fields from 9 to 3!
- Improves UI/UX with the Aha Tool
- Increases Transparency
- Provides a voice in the evolution of the products they use



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How to Access the Ideas Labs

- Ideas Labs live for all Platforms:
 - [PureEngage](#)
 - [PureConnect](#)
 - [PureCloud](#)
- Currently available to all **My Support** users
- Getting Started:
 - [Quick Guide](#)
- User Access:
 - Customers can request access through this link: [Customer Access](#)
 - Partners can request access through this link: [Partner Access](#)



Product Ideas Lab Statuses

Idea Status	Status Definition
Community Review	Each Idea starts under Community Review for voting and commenting
Under PM Review	Once an Idea meets the vote threshold, it goes Under PM Review. 30 Business Day SLA for PM to post a public update.
Accepted	Ideas will be Accepted if it can be implemented within 12 months
In Development	Engineering teams have begun development. Ideas will remain in this status until Delivered with periodic updates posted.
Delivered	The Idea is now part of the Product! Release note links and supporting documentation will be posted on the Idea page.

Voting & Commenting

- Each User starts with 10 Votes
- Comments are unlimited!! **Positive language only.**
- Users can be rewarded with more Votes upon request
 - IdeasLab.Help@genesys.com
 - Based on levels of activity
- Votes are returned upon the Delivery of an Idea
- Votes can be taken back:



Voted:



Viewing Center Operation Logs Performed by Supervisor

In this center, Supervisors routinely change Operator's ACD skill assignment and Operator's queue settings (active queue / inactive queue).
I would like to verify later that the above operation of Supervisor performed according to the situation of the center was appropriate.
Is there any way to get the following operations record of Supervisor?

- ACD skill change of Operator
- Change queue setting of Operator (switch between active queue / inactive queue)
- Status change of Operator (On Queue ⇌ Off Queue)

 Makoto Nagai • Jul 5 2019 • [Community Review](#)

Un-Vote:



Viewing Center Operation Logs Performed by Supervisor

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 Makoto Nagai • Jul 5 2019 • [Community Review](#)

PureEngage Customer Care

Delivering CX Excellence, no matter the deployment model

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Guiding Principles



SOLVE ON
FIRST
CONTACT



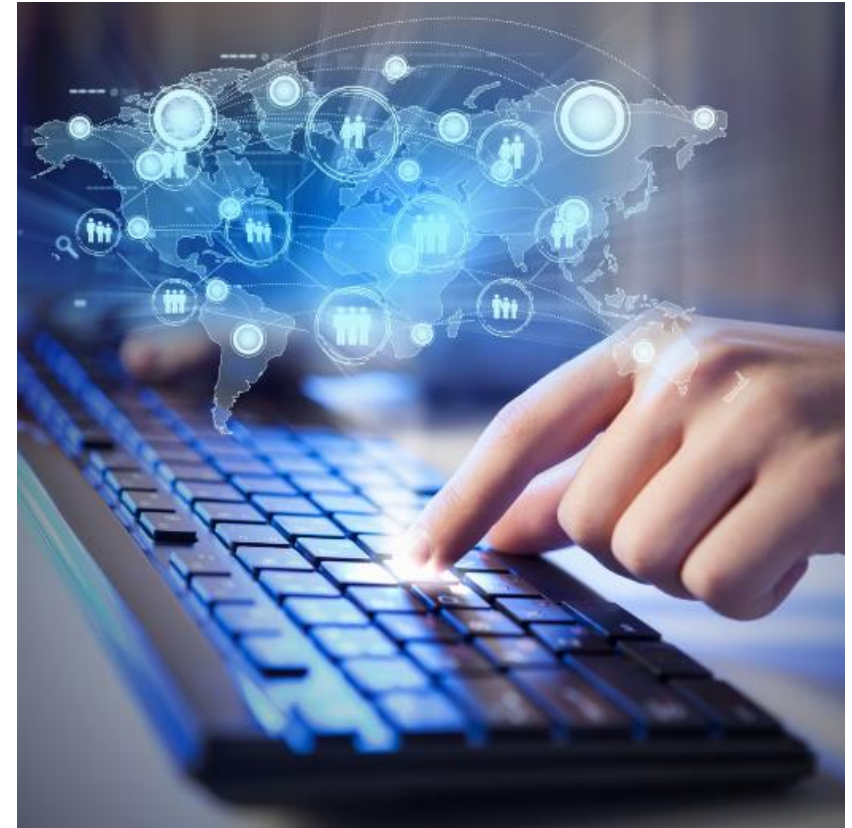
IMPROVE
PRODUCTIVITY
& UPTIME



PREVENT &
MITIGATE ISSUES

Tier-less Support Standards

- Customer Care Analysts are organized into product support groups around the world, fostering more capacity for resolving problems.
- Each incoming case is immediately assessed for complexity and routed to the right expert, regardless of location.
- Customer Care Analysts retain full ownership and accountability of cases, reducing time to resolution.
- Collaborative model provides access to a global pool of seasoned technical resources.



Customer Care Facts

Global, **tier-less** 7X24 live answer product support model built to resolve on first contact

- Protecting mission-critical solutions since 1993
- Genesys-certified customer support professionals with many years of industry experience
- Staff certified in specialty areas, including engineering or computer science degrees
- Customer Care support sites around the world

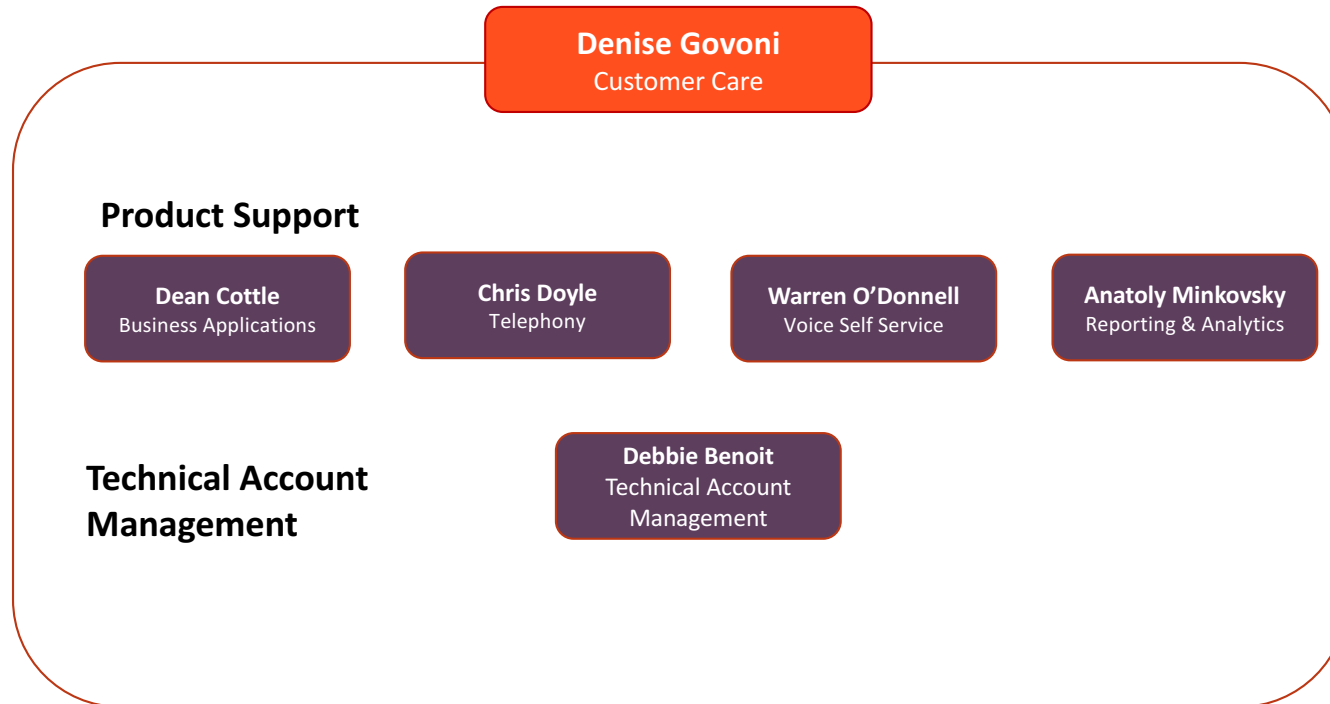
TO BUILD A BETTER
WORLD BY
UNLEASHING
THE POWER OF
GREAT CUSTOMER
EXPERIENCE (CX)

<http://www.genesys.com/services/genesys-care>

Worldwide Presence



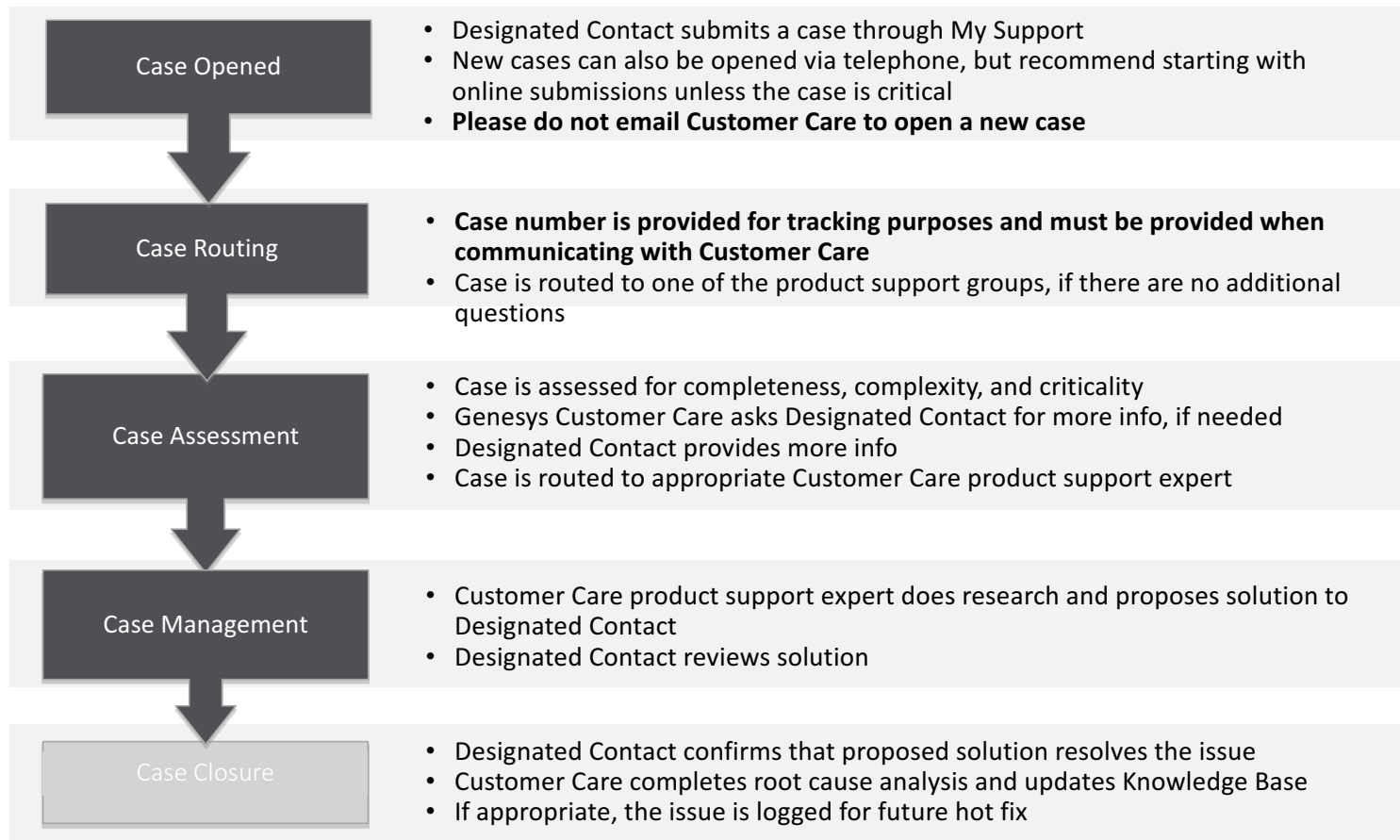
Customer Care Leadership – PureEngage



Customer Care Escalation Process

- **Case Escalation Definition:** Customers/partners may need Customer Care to escalate cases or track progress of highly visible issues
- **Escalation Requirements:** Customers/partners are expected to have already opened a case with problem description and all supportive information
- **Escalation Process:** If a customer or partner requires case escalation support, then please identify platform/product and email all relevant information along with business impact to the appropriate alias as follows:
 - **PureEngage Cloud**
 - PureEngageCloudManagementAttention@genesys.com
 - **PureEngage Premise**
 - CCManagementAttention@genesys.com
- **Expectation:** A Customer Care Management team member will acknowledge request and advise on next steps and ongoing communication plan
- **Notes:**
 - For critical and production-down issues requiring immediate attention, customers/partners must telephone Customer Care
 - For accounts that have a TAM, please contact the TAM, who will coordinate all escalation efforts with the customer/partner and Genesys teams as needed

Tier-less Product Support Case Handling Standards



Thank you!



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Move Add Changes Deletes

Cloud Provider



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Platform Change Control Process (MACD)

- Since PureEngage Cloud is true Cloud platform (where Genesys is responsible for the service) it is absolutely vital to clarify type of access roles you as customer will be able to perform on platform with / without Genesys support.
- MACD stands for...
 - Moves
 - Adds
 - Changes
 - Deletes
- We use the term “MACD” when referring to Service Request cases. MACD is an industry/customer common name for these Service Requests and are generally low level of effort type changes
- The most common MACD’s are administrative activities within Agent Setup, Platform Administration, Pulse, Genesys Interaction Recording and Workspace Web

Platform Change Control Process (MACD)

Levels of Change Control Process
Items that can be controlled by customer
Items that can be controlled by the customer upon completion of dedicated training
Items that cannot be controlled by the customer, require Genesys to perform the task and are at no cost to the customer
Items that cannot be controlled by the customer, require Genesys to perform the task and for which there is a charge to the customer

Platform Change Control Process (MACD)

PureEngage Cloud

Administration

Agent Setup and
Provisioning

Chatbot
Configuration

IVR Configuration

Outbound
Configuration

WhatsApp
configuration

QM & Recording

Device
Management

....

....

....

....

MACD overview

	Change control LEVEL	Comments
Administration (Agent, Queues, Application Flows..)		
Routing / IVR administration		Create / Edit / Delete new application; Upload new grammars; create and edit data tables; Define chat application...
Chatbot Administration / Configuration		Add / Edit / Delete Bot to Bot registry; Add / Edit Bot within Self Service application
WFO suite configuration (WFM, QM & Recording)		
Outbound dialer configuration		
Digital Engagement		
CRM configuration (eg. SFDC adapter)		
Co-Browse configuration (Proxy)		Enable Read-Write mode for all agents; View or Set Allowed origins (domains and sites from which Co-browse can start)
Speech and Text setup and configuration		

For more information Genesys will provide MACD overview file

Genesys Cloud Operations Overview

Cloud Provider



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Terminology

- AWS:

- Region

- A Region is a Group of Amazon Availability Zones (i.e. data centers) in a geographic area.
 - There are multiple Amazon Regions in some Countries
 - ▲ Examples: US East, US West, EU West1, EU West2, EU East, APAC Singapore, APAC Sydney,...

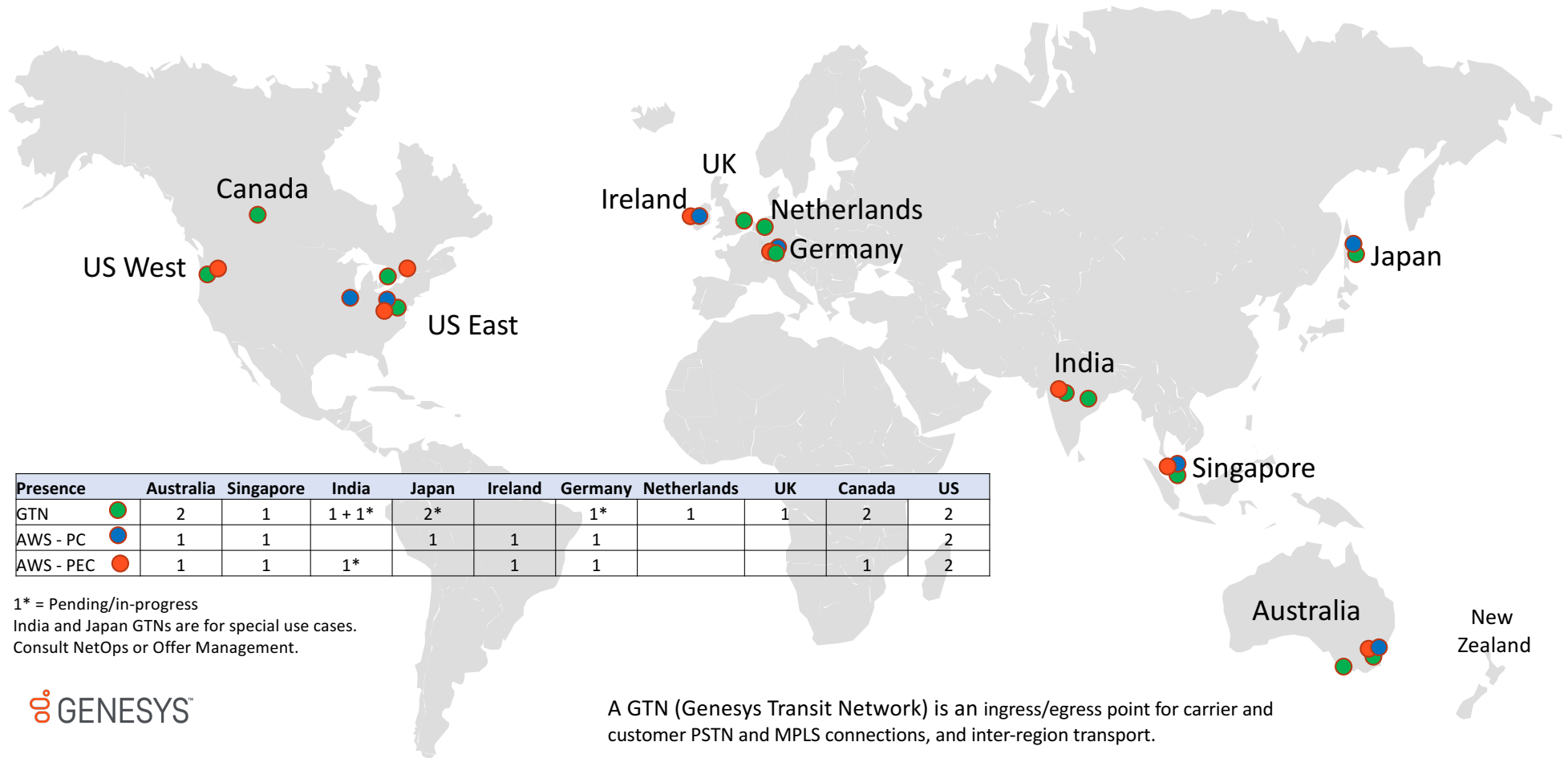
- Availability Zone

- Each availability zone runs on its own physically distinct, independent infrastructure, and is engineered to be highly reliable. Common points of failures like generators and cooling equipment are not shared across Availability Zones. Additionally, they are geographical separation, such that even extremely uncommon disasters such as fires, tornados or flooding would only affect a single Availability Zone.

- Genesys Transit Network (GTN) Geography:

- Geographic Areas defined around the serving area for Genesys GTN pairs. Genesys Geographies Include : US, Canada, EMEA, APAC, and India

PureEngage Cloud - Global Footprint



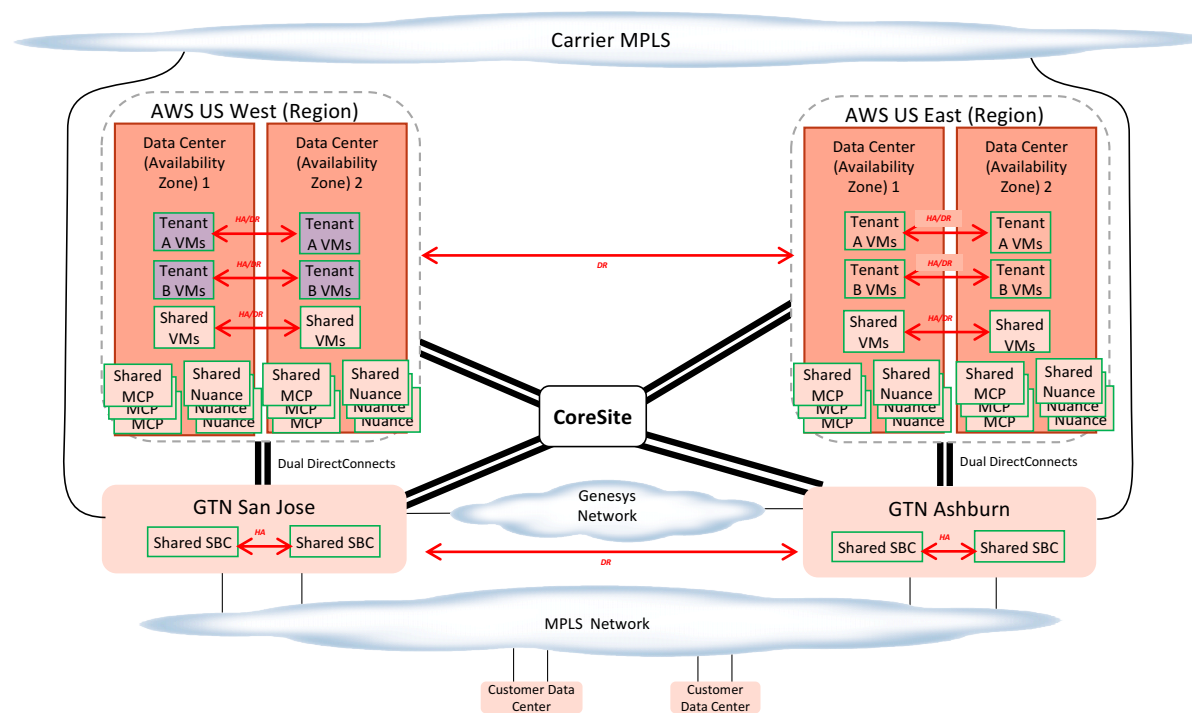
Regional Scope of Major Functionality

Component	Scope
Agent and Queue Provisioning (GAX, framework platform) and Designer Application Provisioning	Centralized across all regions in US East
Historical and real-time reporting/monitoring tools (Pulse, GI2, GIM, ICON)	Centralized across all regions in US except for ICON which is distributed across all regions
Callback (ORS, GMS)	In-queue callback – can be distributed to agents across all regions. Web callbacks are persistent with in one region but when executed can be distributed to agents across all regions.
Call Routing (SIP Server, ORS, URS) and Agent login (GWS, SIP Server)	Distributed across all regions – one virtual contact center across all regions
Recording playback and viewing (GIR components)	Per region now but will be centralized across all regions in US East
WFM data feed (historical and real-time) (WFM Adapters)	Centralized across all regions in US East; Standby instances are in US West
Voicemail (Feature Server)	All regions
Genesys WFM	Centralized across all regions in US East
Chat and Email	Centralized across all regions in US East
Outbound	Centralized across all regions in US East

Genesys Network

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Detailed view of The Customer's Deployment - Characteristics



Architecture Characteristics:

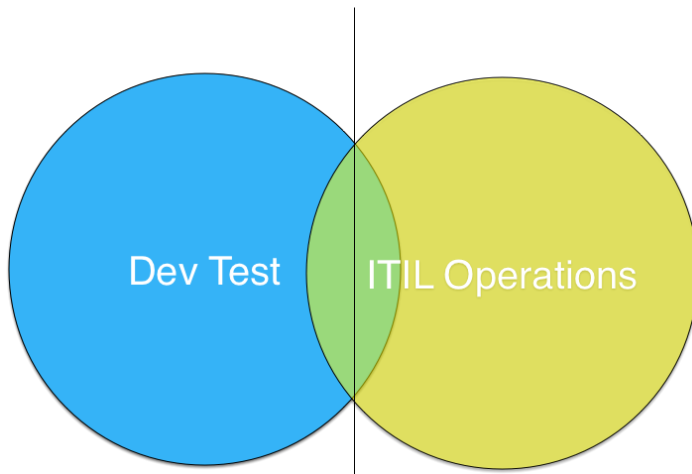
- All applications in the AWS have multi-data center High Availability (HA)
- All equipment, applications and network links/connections in each GTN have HA (e.g. two SBCs, two Routers,...)
- Uses two GTN per Genesys Geography (e.g. in the US both Ashburn and San Jose are used) for DR.
- Uses different availability zones within a given Amazon Region for DR of centralized services, such as administration, provisioning, configuration, reports generation and browsing.
- No single point of failure except for GIM component – a non critical component which has auto restart and will pick up where it left off.
- Uses two AWS regions to cover a complete AWS region failure for the major set of voice related services (This includes the following: SIPS, GVP, URS/ORS, GIM, VoiceMail, WFM Adapters, GIR, WWE/GWS, App Servers (designer Applications)).
- Service Level Agreement (SLA): 99.99% Genesys Platform Availability
- This solution's SLA covers all class 1 services within one AWS region plus additional coverage across the two AWS regions for voice processing.
- Supports load balancing voice traffic across GTNs.

Cloud Ops

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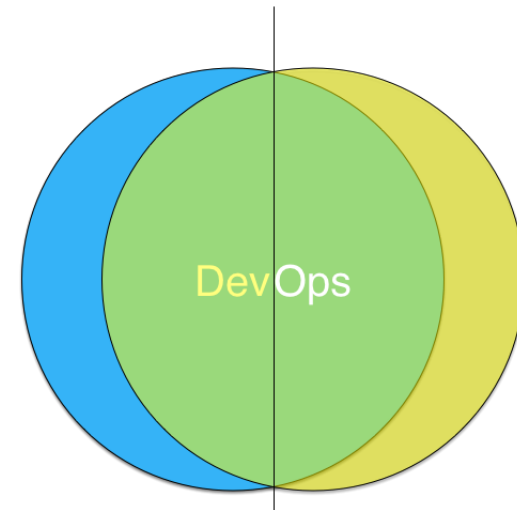
PureEngage Cloud Operations Mental Map

Premise Mindset



- Classic Operations team combining with classic development and test organization
- In transition to full dev/ops

Cloud Mindset



- End state is a Dev/Ops team with responsible for incident, change, and problem management
- Combining ITIL best practices with continuous integration and continuous delivery pipelines (CI:CD)

Outage Notification and Status Updates

- Customer Care/TAMs keep our customers informed during outages
- Outage Notification target is less than 15 minutes
- Status updates for outages occur every 30 minutes or as agreed upon
- Root Cause Analysis document provided in a time frame as negotiated in the contract

Monitoring and Incident Response Tooling

Monitoring



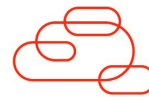
PureEngage
Voice Health Check 2.0
Microservices Monitoring



Notification



Response & Mitigation



PureCloud

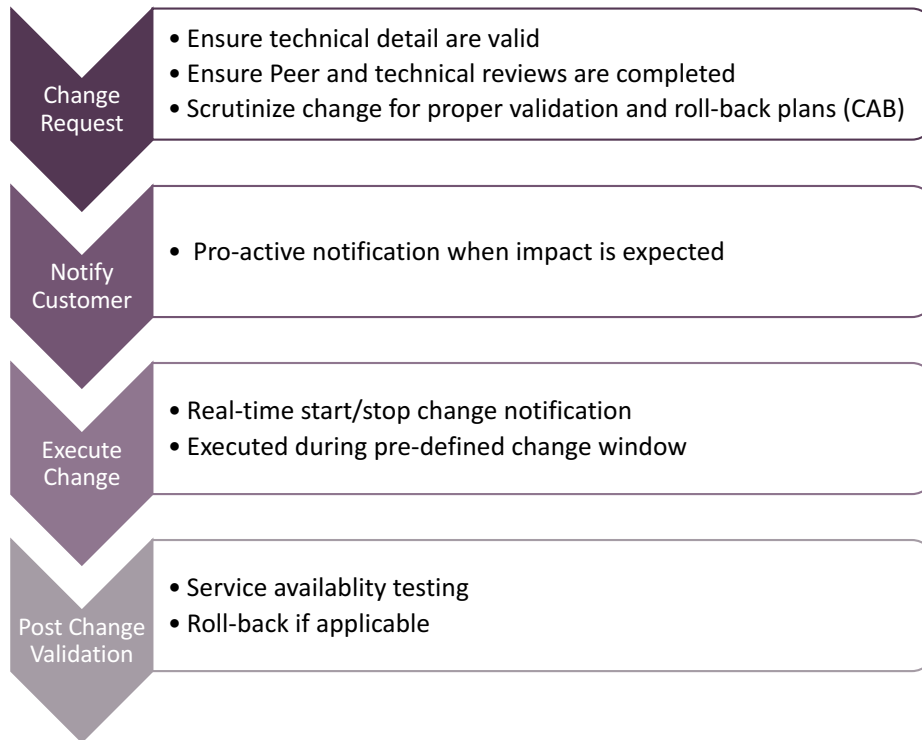


Post Incident Processing



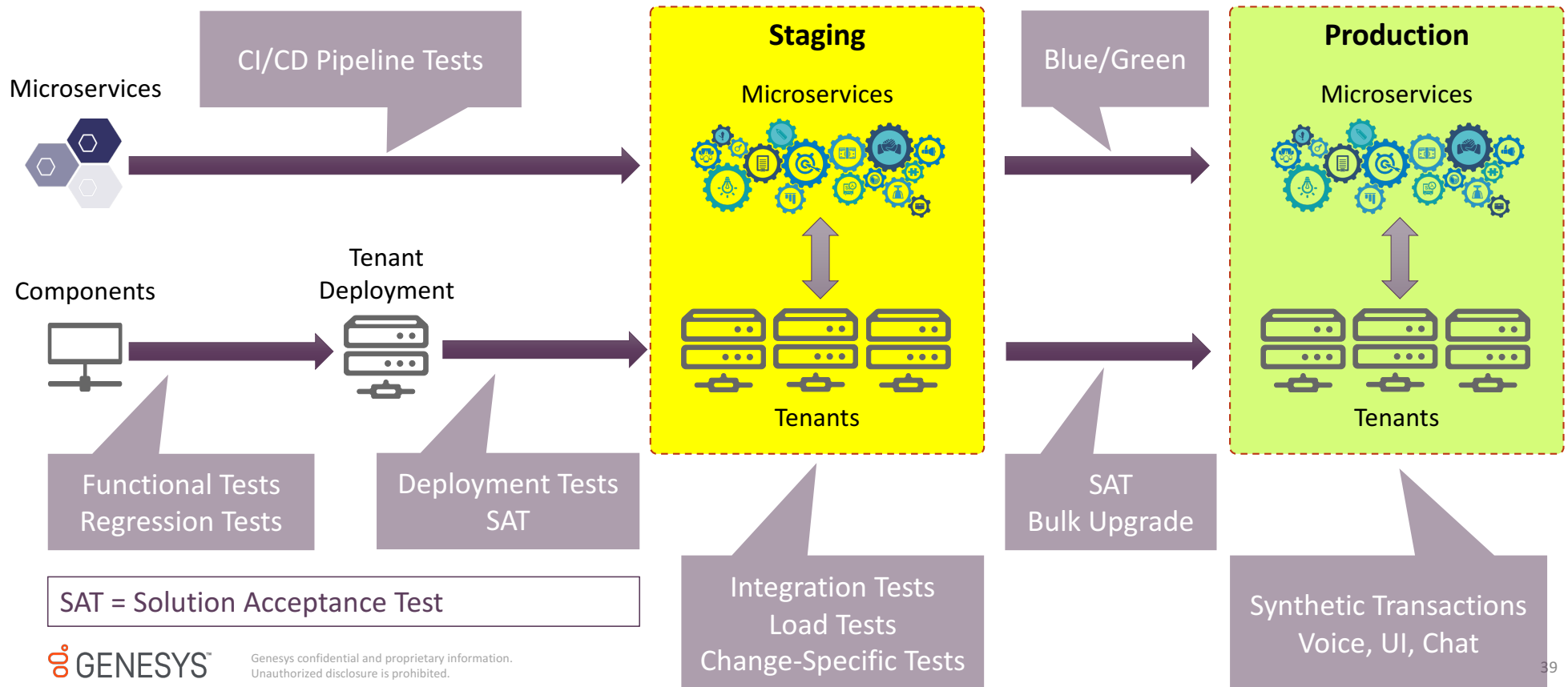
Change Management

Change Execution and Validation Philosophy

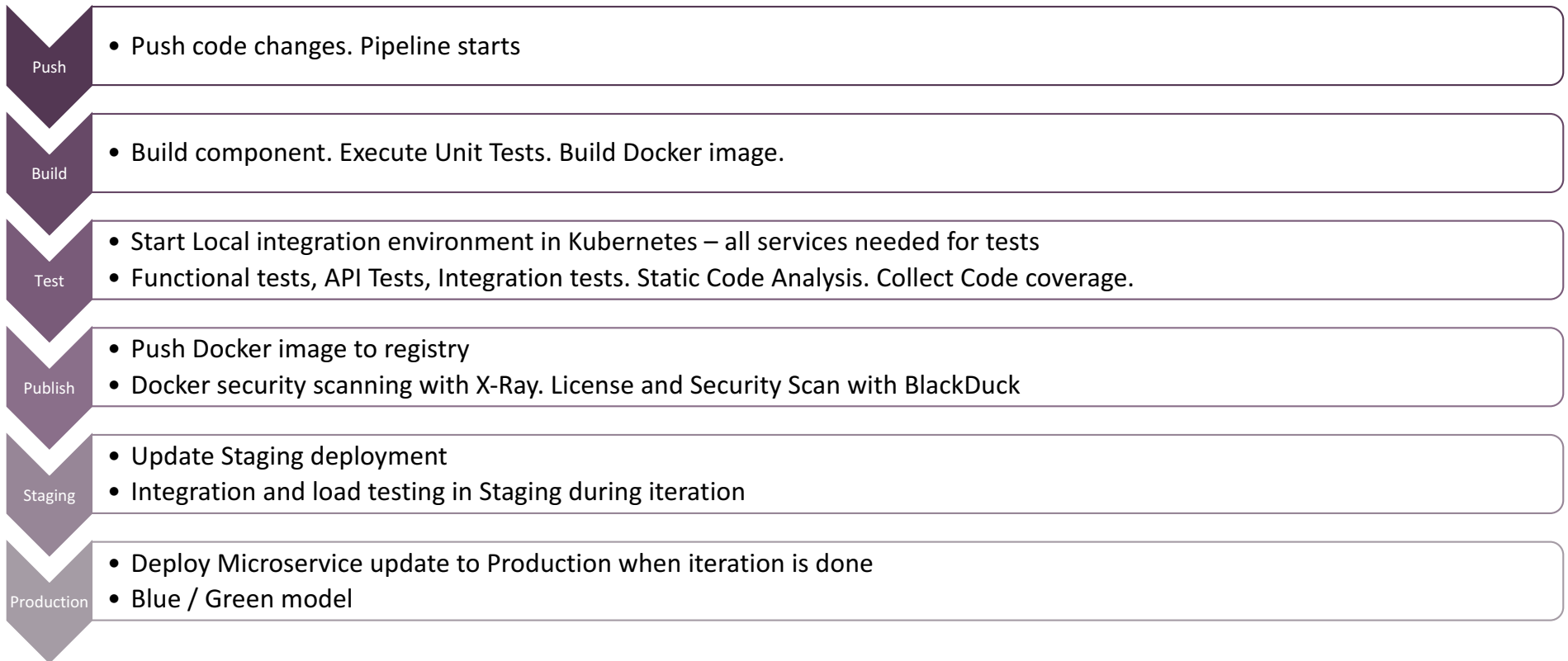


- Automated change execution as first choice
 - Use of Puppet, Chef to deploy common and bulk change
 - Automated roll-back used for immediate service restoration
 - Blue-Green Deployment model
- Post change validation using synthetic transactions and unit testing
 - Continuous deployment pipelines validate changes via in-line unit testing
 - Service availability confirmation via synthetic transactions
 - Post change CAB review

Pure Engage Cloud Testing



Microservices CI/CD Pipeline



Four phases of testing in PureEngage Cloud

1. The **functional** product test is done as part of the development process
2. **Integration and load** test in staging environment
3. **Blue / Green** test when promoted from Staging to Production
4. Every 5 minutes **synthetic transaction test** to detect any issues in real time production
 1. Each phase is executed and analyzed automatically.
 2. Unless the previous phase succeeds, the next one does not start

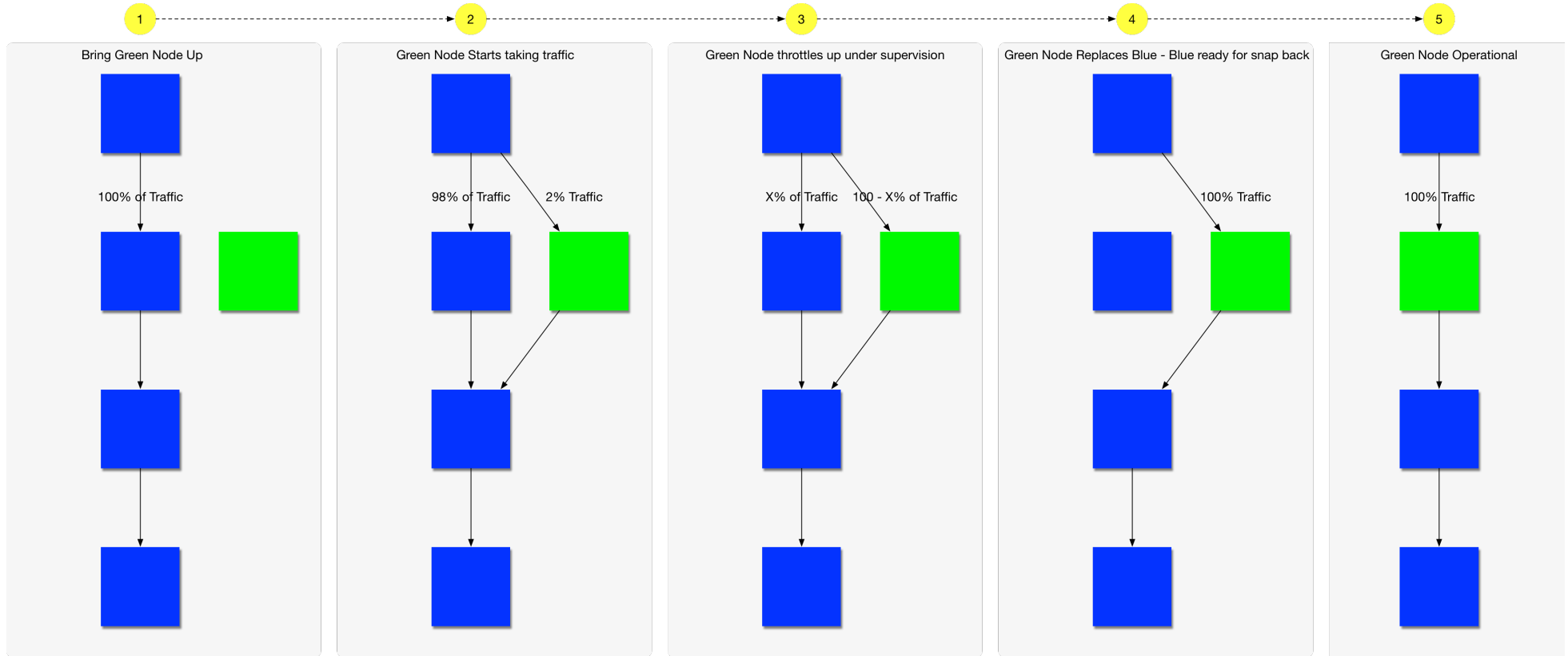
Results of each test phase

- Functional test: 5M+ tests
- Integration test: 350,000+ tests
- Blue / Green test: 700+ tests
- Synthetic transactions

Sizing of Performance and Load Testing

Test	Parameters	Validating
GWS Microservice Load Test	20,000 Agents, 35 req/sec	GWS under load
GMS Microservice Load Test	4000 Agents, 8 CPS, 4 Tenants, 6 hours	Callback performance
NodeRPS Microservice Test	8000 Agents, 8 CPS, 172800 calls for 6hrs	Call recording performance
Large Tenant Test	10,000 Agents, 4.3 CPS, 15500 calls, 1 hour	Large Tenant with 10k agents under load
1K Tenant Test	1,000 Agents, 1 CPS, 10 min call, 2 hours	Standard Tenant under load
MCP Recording Port Capacity Tests	4 CPS, 2 Hours	Determine most optimal AWS instance type for MCP

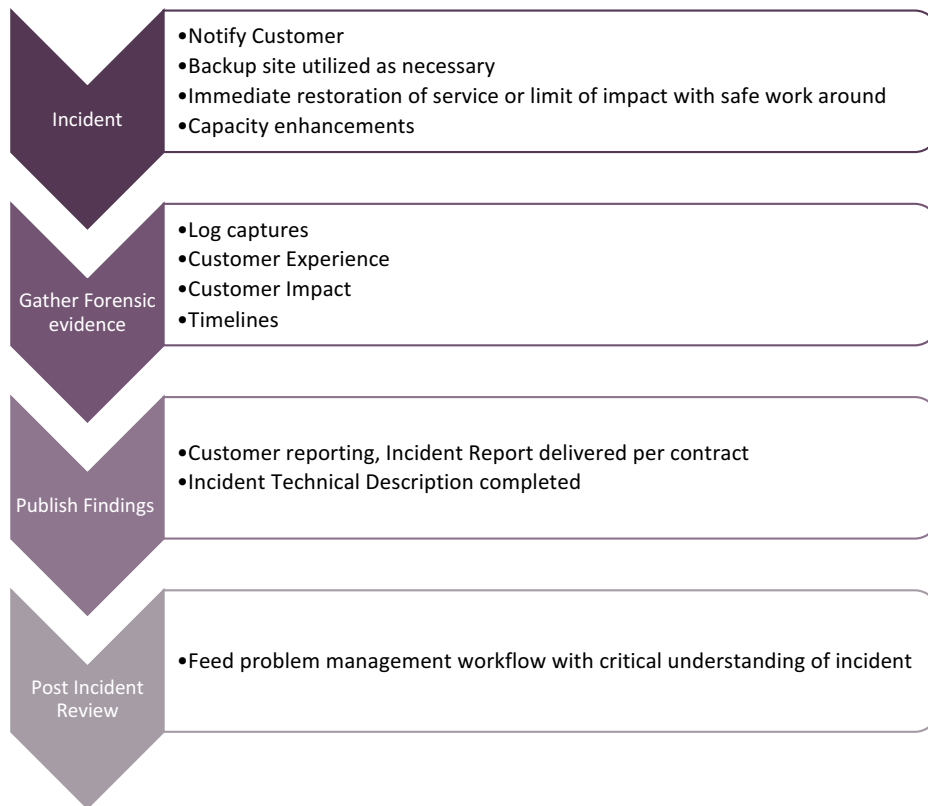
Change Management - Blue/Green Updates



Incident Managment

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Incident Response and Mitigation Philosophy



- Self-healing systems and infrastructure
 - Components/micro-services developed to self-heal
 - Proactive platform performance and capacity monitoring allows for real-time response
- Scalable architecture
 - Auto-scale capability where available
 - Use of horizontal clustering
- Dedicated Incident Managers on-call

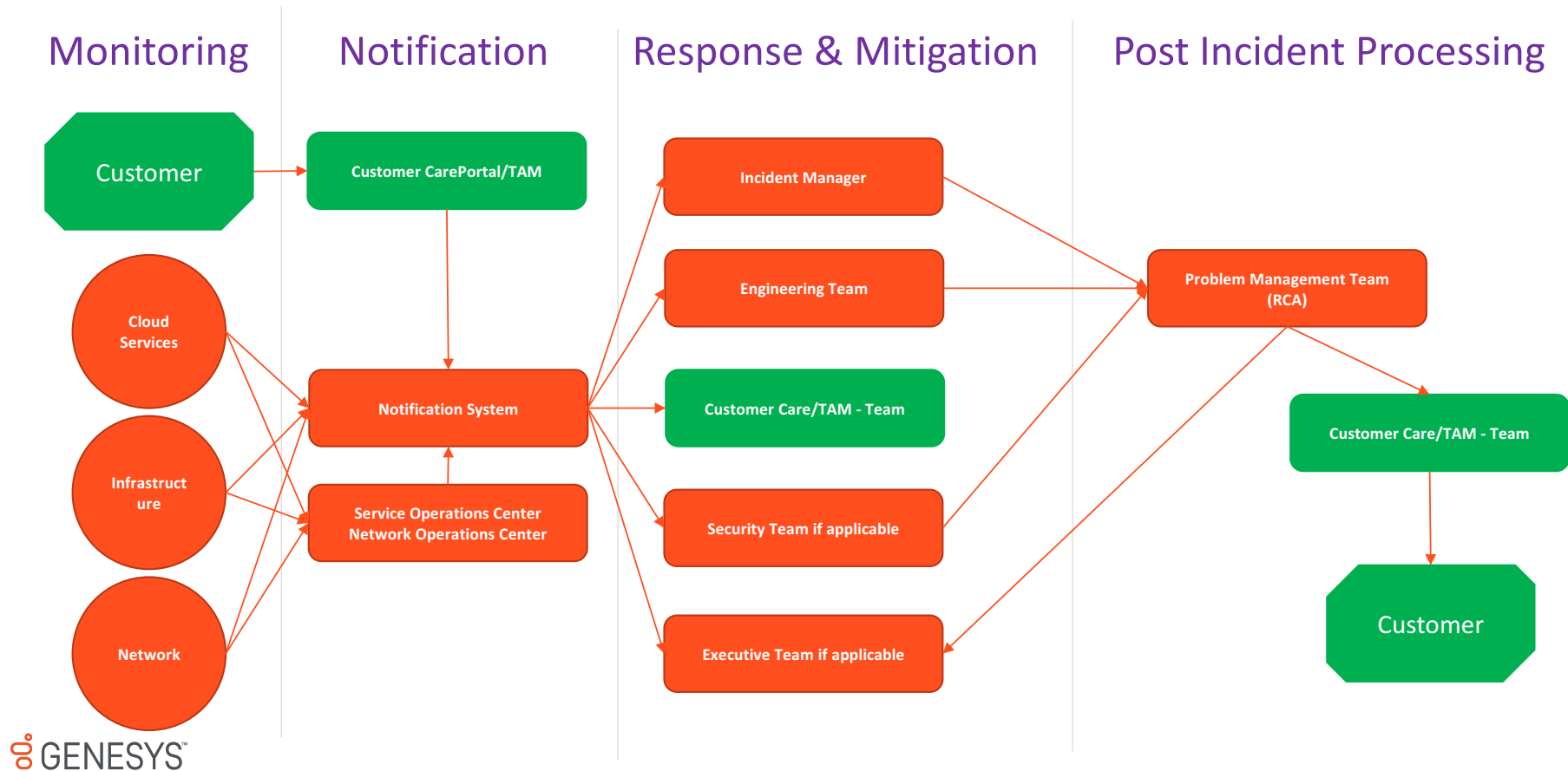
Monitoring

 GENESYS™

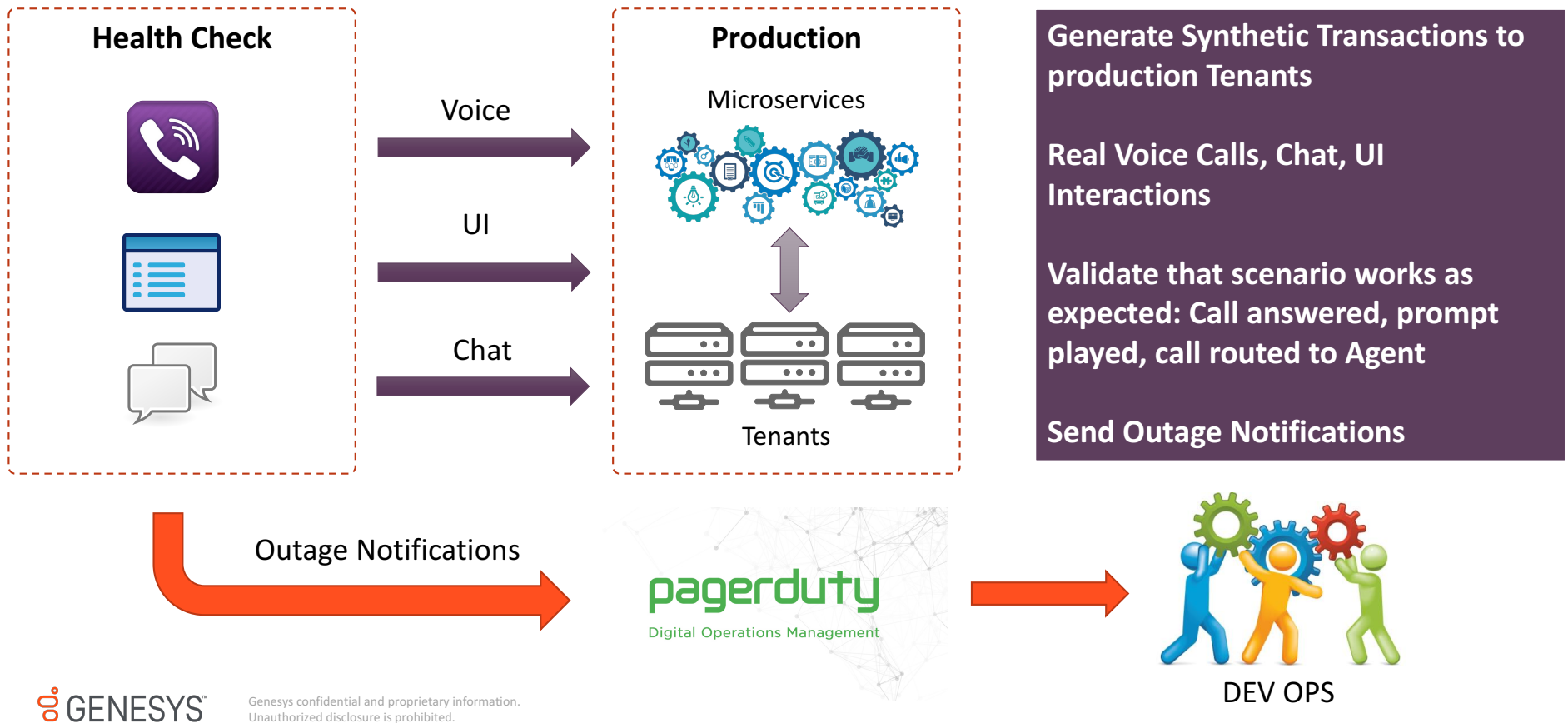
Monitoring Philosophy

- Microservices – in requirements and proactive
 - **At Design Time** - Failure modes and effects analysis (FMEA) implemented at design time to identify monitoring needs
 - **At Development Time** – Create drill-down dashboards and alarming for the microservice
- The “Golden Signals”
 - Latency – monitor processing time and dependencies
 - Traffic – incoming/outgoing request/processing rates
 - Errors – what are the error rates
 - Saturation – how loaded the service is

Monitoring and Incident Response Overview



Synthetic Transactions Testing for Production



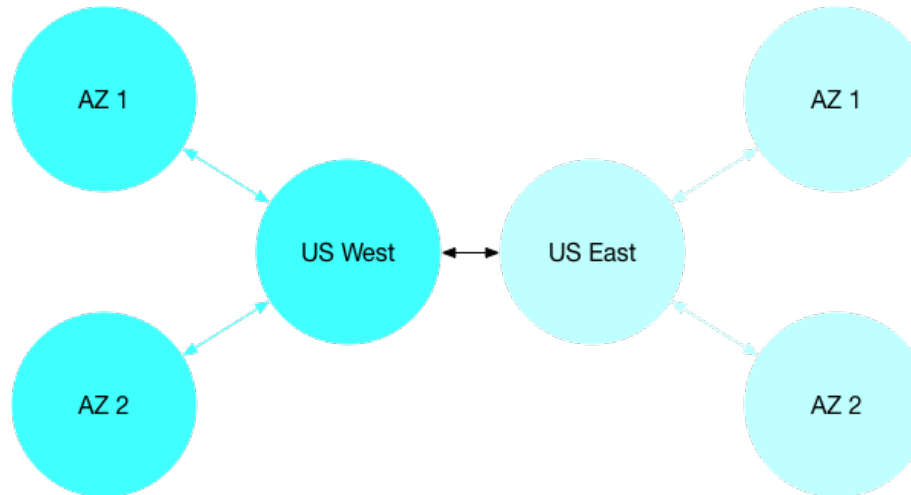
High Availability

Genesys Cloud

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Mental Map for the most highly available deployment

PureEngage Cloud World



Key take-aways:

- a) Functionally doubled resiliency
- b) Vertical capacity increase time moved from weeks to hours
- c) Load based capacity increases (horizontal scaling) ever improving and also moving from weeks to minutes

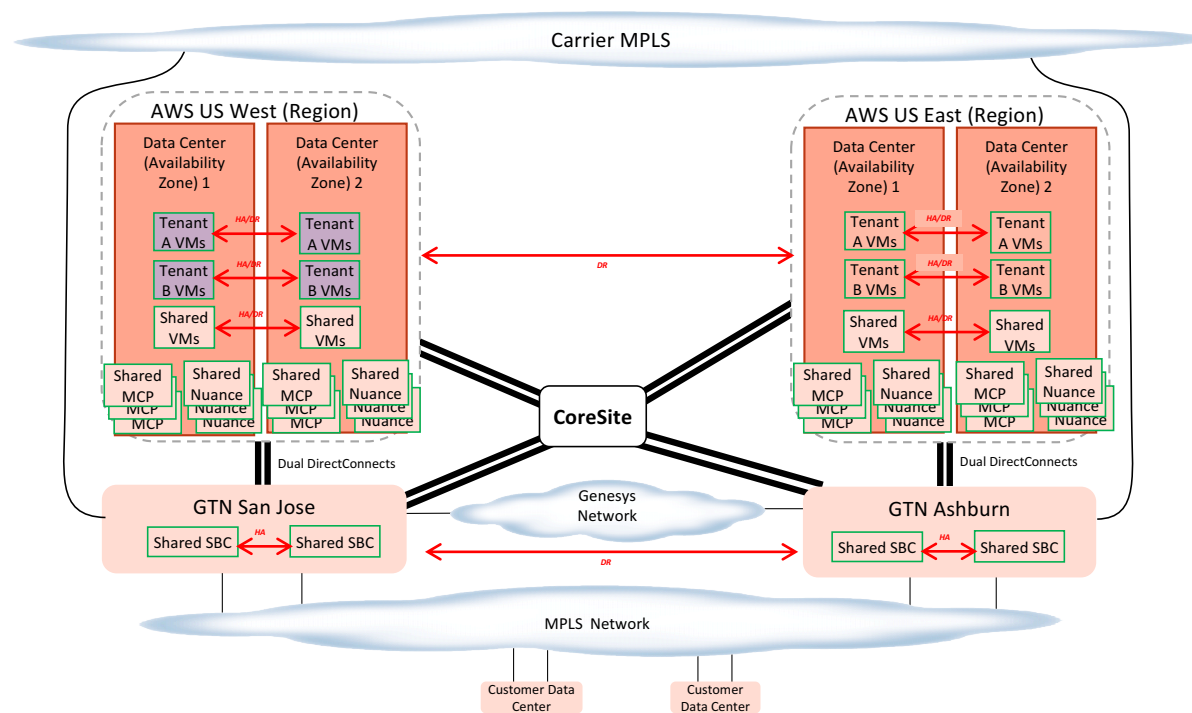
HA Details

Deployment Profile and Characteristics



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Detailed view of The Customer's Deployment - Characteristics



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Outbound	Centralized across all regions in US East

Understanding Failure Modes

What to expect when the system experiences failures



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Primary AWS Availability Zone Failure

Functionality	Operational Impact	Representative Experience	Customer Experience
Agent login (GWS, SIP Server)	No impact	No Impact	No Impact
Callback (ORS, GMS)	No impact	No Impact	No Impact
Historical data feed	Delayed Reporting BI feed is affected if the system that performs the upload is within the failed AZ. The data is not lost. The upload will resume later when the AZ is recovered; the data will be provided retroactively.	No Impact	No Impact
Designer applications (Designer, Designer Application Servers)	No impact	No Impact	No Impact
Call Routing (SIP Server, ORS, URS)	No impact	No Impact	No Impact
Agent and Queue Provisioning (GAX, framework platform)	GAX session is affected if the back-end server is within the failed AZ. The user will have to re-login to the operational back-end server. Agent Setup session is NOT affected.	100% Logged out of supervisors and admins Will recover on next login	No Impact
Historical and real-time reporting/monitoring tools (Pulse, GI2, GIM, ICON)	Delayed Reporting BI feed upload is affected if the system that performs the upload is within the failed AZ. The data is not lost. The upload will resume later when the AZ is recovered; the data will be provided retroactively.	No Impact	No Impact
Recording playback and viewing (GIR components)	No impact	No Impact	No Impact
WFM data feed (historical and real-time) (WFM Adapters)	RTA Feed is no impact Historical feed is affected if the system that performs the upload is within the failed AZ. The data is not lost. The upload will resume later when the AZ is recovered the data will be provided retroactively.	No Impact	No Impact
Genesys WFM	No impact	No impact	No impact
Voicemail (Feature Server)	No impact	No Impact	No Impact
Chat and Email	No impact	No impact	No impact
Outbound	No impact	No impact	No impact



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Primary AWS Region Failure

Functionality	Operational Impact	Representative Experience	Customer Experience
Agent login (GWS, SIP Server)	Agent will be automatically re-login into Alternative (Secondary) region. SIP Phone will have to re-register.	Automatically prompted for reconnect Phone re-registers to secondary	Active Calls Dropped
Callback (ORS, GMS)	The callbacks will not executed until Primary is back up and running.	Automatically prompted for reconnect Phone re-registers to secondary	Delayed Callbacks
Historical data feed	You will not have access to historical data until the primary is back up and running.	Automatically prompted for reconnect Phone re-registers to secondary	No Impact
Designer applications (Designer, Designer Application Servers)	You will not be able to make any changes to the designer application until Primary is back up and running.	Automatically prompted for reconnect Phone re-registers to secondary	No Impact
Call Routing (SIP Server, ORS, URS)	Active calls that were associated with Primary are lost. All new calls will be send to the secondary GTN and proceed through IVR; the calls will queue up until the agents log in and Ready. No impact to calls already be processed by the Secondary.	Automatically prompted for reconnect Phone re-registers to secondary	Active Calls Dropped
Agent and Queue Provisioning (GAX, framework platform)	You will not be able to make any provisioning changes (adding agents, groups, queues, etc.) until Primary is back up and running.	Automatically prompted for reconnect Phone re-registers to secondary	No Impact
Historical and real-time reporting/monitoring tools (Pulse, GI2, GIM, ICON)	You will not be able to access the real-time reporting tools until Primary is back up and running. The data is not lost. The upload will resume later when the Primary is recovered; the data will be provided retroactively. ICON in the recovery site keeps performing its background jobs (collecting reporting statistics). Statistics previously collected by ICON in the Primary site, as well as the statistics in the Recovery site, will be utilized by the Reporting tools when Primary is back up and running	Automatically prompted for reconnect Phone re-registers to secondary	No Impact
Recording playback and viewing (GIR components)	You will not have access to recordings in primary until it is back up and running. Recordings in secondary will be available via regional UI.	Automatically prompted for reconnect Phone re-registers to secondary	No Impact
WFM data feed (historical and real-time) (WFM Adapters)	WFM systems and WFM Adapters will have to switch to use only the Secondary data feeds.	Automatically prompted for reconnect Phone re-registers to secondary	No Impact
Genesys WFM	You will not be able to perform any WFM function until Primary is back up and running.	Logged out of WFM will not have access till primary recovers.	No Impact
Voicemail (Feature Server)	You will not have access to an voicemails stored in Primary until Primary is up and running but will be able to access voicemails in the secondary.	Automatically prompted for reconnect Phone re-registers to secondary	Recovered on next call
Chat and Email	You will not be able to perform any chat or email function until Primary is back up and running.	Automatically prompted for reconnect Phone re-registers to secondary but the ability to process chat and email interactions is not available.	Chat is unavailable to customers.
Outbound	You will not be able to perform any outbound Campaign function until Primary is back up and running.	Automatically prompted for reconnect Phone re-registers to secondary but the ability to process outbound Campaign interactions is not available.	Active Calls Dropped

GTN Failure – UI connections through GTN

Functionality	Operational Impact	Representative Experience	Customer Experience
Agent login (GWS, SIP Server)	Agent will automatically re-login into Alternative (Secondary) GTN. SIP Phone will have to re-register.	Automatically prompted for reconnect Phone re-registers to secondary	Active Calls through failed GTN Dropped
Callback (ORS, GMS)	No impact except If the primary GTN fails, Web callbacks will be not executed until Primary GTN is back up and running.	Automatically prompted for reconnect Phone re-registers to secondary	No Impact
Historical data feed	Must reconnect through the secondary GTN.	Automatically prompted for reconnect Phone re-registers to secondary	No Impact
Designer applications (Designer, Designer Application Servers)	Logged out and will have to log back in via secondary GTN.	Automatically prompted for reconnect Phone re-registers to secondary	No Impact
Call Routing (SIP Server, ORS, URS)	Active calls that were associated with GTN are lost. All new calls will be send to the secondary GTN and proceed through IVR; the calls will queue up until the agents log in and Ready. No impact to calls already be processed by the Secondary.	Automatically prompted for reconnect Phone re-registers to secondary	Active Calls through failed GTN Dropped
Agent and Queue Provisioning (GAX, framework platform)	Logged out and will have to log back in via secondary GTN.	Automatically prompted for reconnect Phone re-registers to secondary	No Impact
Historical and real-time reporting/monitoring tools (Pulse, GI2, GIM, ICON)	Logged out and will have to log back in via secondary GTN.	Automatically prompted for reconnect Phone re-registers to secondary	No Impact
Recording playback and viewing (GIR components)	You will not have access to recordings in primary until it is back up and running. Recordings in secondary will be available via regional UI.	Automatically prompted for reconnect Phone re-registers to secondary	No Impact
WFM data feed (historical and real-time) (WFM Adapters)	WFM systems and WFM Adapters will have to switch to use only the Secondary data feeds.	Automatically prompted for reconnect Phone re-registers to secondary	No Impact
Genesys WFM	Logged out and will have to log back in via secondary GTN.	Logged out of WFM will not have access till primary recovers.	No Impact
Voicemail (Feature Server)	Active voicemail messaging being recorded that were associated with the GTN are lost. No impact to accessing existing voicemails from either region.	Automatically prompted for reconnect Phone re-registers to secondary	Recovered on next call
Chat and Email	No impact for Chat. Genesys will not be able to retrieve or submit email messages to the corporate eMail server accessible via MPLS. You will not be able to perform any email function until Primary GTN is back up and running.	Automatically prompted for reconnect Phone re-registers to secondary	No Impact
Outbound	Logged out and will have to log back in via secondary GTN plus lose of active outbound calls going through the failed GTN and If the primary GTN fails, will not be able to initial any new outbound calls until the primary GTN is up and running again.	Automatically prompted for reconnect Phone re-registers to secondary	Active Calls through failed GTN Dropped

GTN Failure – UI connections through Internet

Functionality	Operational Impact	Representative Experience	Customer Experience
Agent login (GWS, SIP Server)	SIP Phone will recognize failure of GTN; expiration of the SIP registration through the failed GTN may produce "Voice Channel is Out Of Service" warning on Desktop. SIP Phone will establish new registration via the other GTN. The Agent Desktop will automatically attempt to re-establish the Voice Channel. Agent does not need to re-enter login credentials.	Agent will get the "Voice Channel is Out Of Service" warning on Desktop and will lose the current call they are on. Once the SIP phone is re-registered, it will be back to normal	Active Calls through failed GTN Dropped
Callback (ORS, GMS)	No impact except If the primary GTN fails, Web callbacks will be not executed until Primary GTN is back up and running.	See above behavior Phone re-registers to secondary	No Impact
Historical data feed	No Impact	See above behavior Phone re-registers to secondary	No Impact
Designer applications (Designer, Designer Application Servers)	No Impact	See above behavior Phone re-registers to secondary	No Impact
Call Routing (SIP Server, ORS, URS)	Active calls that were associated with GTN are lost. All new calls will be send to the secondary GTN and proceed through IVR; the calls will queue up until the agents log in and Ready. No impact to calls already be processed by the Secondary.	See above behavior Phone re-registers to secondary	Active Calls through failed GTN Dropped
Agent and Queue Provisioning (GAX, framework platform)	No Impact	See above behavior Phone re-registers to secondary	No Impact
Historical and real-time reporting/monitoring tools (Pulse, GI2, GIM, ICON)	No Impact	See above behavior Phone re-registers to secondary	No Impact
Recording playback and viewing (GIR components)	No Impact (use regional Uis to access the recordings in the different regions)	See above behavior Phone re-registers to secondary	No Impact
WFM data feed (historical and real-time) (WFM Adapters)	WFM systems and WFM Adapters will have to switch to use only the Secondary data feeds.	See above behavior Phone re-registers to secondary	No Impact
Genesys WFM	No Impact	No Impact	No Impact
Voicemail (Feature Server)	Active voicemail messaging being recorded that were associated with the GTN are lost. No impact to accessing existing voicemails from either region.	See above behavior Phone re-registers to secondary	Recovered on next call
Chat and Email	No impact for Chat. Genesys will not be able to retrieve or submit email messages to the corporate eMail server accessible via MPLS. You will not be able to perform any email function until Primary GTN is back up and running.	See above behavior Phone re-registers to secondary	No Impact
Outbound	lose of the active outbound calls going through the failed GTN and If the primary GTN fails, will not be able to initial any new outbound calls until the primary GTN is up and running again.	See above behavior Phone re-registers to secondary	Active Calls through failed GTN Dropped

GTN Failure – UI connections through Internet

Functionality	Operational Impact	Representative Experience	Customer Experience
Agent login (GWS, SIP Server)	SIP Phone will recognize failure of GTN; expiration of the SIP registration through the failed GTN may produce "Voice Channel is Out Of Service" warning on Desktop. SIP Phone will establish new registration via the other GTN. The Agent Desktop will automatically attempt to re-establish the Voice Channel. Agent does not need to re-enter login credentials.	Agent will get the "Voice Channel is Out Of Service" warning on Desktop and will lose the current call they are on. Once the SIP phone is re-registered, it will be back to normal	Active Calls through failed GTN Dropped
Callback (ORS, GMS)	No impact except If the primary GTN fails, Web callbacks will be not executed until Primary GTN is back up and running.	See above behavior Phone re-registers to secondary	No Impact
Historical data feed	No Impact	See above behavior Phone re-registers to secondary	No Impact
Designer applications (Designer, Designer Application Servers)	No Impact	See above behavior Phone re-registers to secondary	No Impact
Call Routing (SIP Server, ORS, URS)	Active calls that were associated with GTN are lost. All new calls will be send to the secondary GTN and proceed through IVR; the calls will queue up until the agents log in and Ready. No impact to calls already be processed by the Secondary.	See above behavior Phone re-registers to secondary	Active Calls through failed GTN Dropped
Agent and Queue Provisioning (GAX, framework platform)	No Impact	See above behavior Phone re-registers to secondary	No Impact
Historical and real-time reporting/monitoring tools (Pulse, GI2, GIM, ICON)	No Impact	See above behavior Phone re-registers to secondary	No Impact
Recording playback and viewing (GIR components)	No Impact (use regional Uis to access the recordings in the different regions)	See above behavior Phone re-registers to secondary	No Impact
WFM data feed (historical and real-time) (WFM Adapters)	WFM systems and WFM Adapters will have to switch to use only the Secondary data feeds.	See above behavior Phone re-registers to secondary	No Impact
Genesys WFM	No Impact	No Impact	No Impact
Voicemail (Feature Server)	Active voicemail messaging being recorded that were associated with the GTN are lost. No impact to accessing existing voicemails from either region.	See above behavior Phone re-registers to secondary	Recovered on next call
Chat and Email	No impact for Chat. Genesys will not be able to retrieve or submit email messages to the corporate eMail server accessible via MPLS. You will not be able to perform any email function until Primary GTN is back up and running.	See above behavior Phone re-registers to secondary	No Impact
Outbound	lose of the active outbound calls going through the failed GTN and If the primary GTN fails, will not be able to initial any new outbound calls until the primary GTN is up and running again.	See above behavior Phone re-registers to secondary	Active Calls through failed GTN Dropped

Without Smart Failover



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Primary AWS Availability Zone Failure

Functionality	Operational Impact	Representative Experience	Customer Experience
Agent login (GWS, SIP Server)	No impact	No Impact	No Impact
Callback (ORS, GMS)	No impact	No Impact	No Impact
Historical data feed	Delayed Reporting BI feed is affected if the system that performs the upload is within the failed AZ. The data is not lost. The upload will resume later when the AZ is recovered; the data will be provided retroactively.	No Impact	No Impact
Designer applications (Designer, Designer Application Servers)	No impact	No Impact	No Impact
Call Routing (SIP Server, ORS, URS)	No impact	No Impact	No Impact
Agent and Queue Provisioning (GAX, framework platform)	GAX session is affected if the back-end server is within the failed AZ. The user will have to re-login to the operational back-end server. Agent Setup session is NOT affected.	100% Logged out of supervisors and admins Will recover on next login	No Impact
Historical and real-time reporting/monitoring tools (Pulse, GI2, GIM, ICON)	Delayed Reporting BI feed upload is affected if the system that performs the upload is within the failed AZ. The data is not lost. The upload will resume later when the AZ is recovered; the data will be provided retroactively.	No Impact	No Impact
Recording playback and viewing (GIR components)	No impact	No Impact	No Impact
WFM data feed (historical and real-time) (WFM Adapters)	RTA Feed is no impact Historical feed is affected if the system that performs the upload is within the failed AZ. The data is not lost. The upload will resume later when the AZ is recovered the data will be provided retroactively.	No Impact	No Impact
Genesys WFM	No impact	No impact	No impact
Voicemail (Feature Server)	No impact	No Impact	No Impact
Chat and Email	No impact	No impact	No impact
Outbound	No impact	No impact	No impact



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Primary AWS Region Failure

Functionality	Operational Impact	Representative Experience	Customer Experience
Agent login (GWS, SIP Server)	Agent will have to re-login into Alternative (Secondary) region. SIP Phone will have to re-register.	Logged out – Log into secondary site Phone re-registers to secondary	Active Calls Dropped
Callback (ORS, GMS)	The callbacks will not executed until Primary is back up and running.	Logged out – Log into secondary site Phone re-registers to secondary	Delayed Callbacks
Historical data feed	You will not have access to historical data until the primary is back up and running.	Logged out – Log into secondary site Phone re-registers to secondary	No Impact
Designer applications (Designer, Designer Application Servers)	You will not be able to make any changes to the designer application until Primary is back up and running.	Logged out – Log into secondary site Phone re-registers to secondary	No Impact
Call Routing (SIP Server, ORS, URS)	Active calls that were associated with Primary are lost. All new calls will be send to the secondary GTN and proceed through IVR; the calls will queue up until the agents log in and Ready. No impact to calls already be processed by the Secondary.	Logged out – Log into secondary site Phone re-registers to secondary	Active Calls Dropped
Agent and Queue Provisioning (GAX, framework platform)	You will not be able to make any provisioning changes (adding agents, groups, queues, etc.) until Primary is back up and running.	Logged out – Log into secondary site Phone re-registers to secondary	No Impact
Historical and real-time reporting/monitoring tools (Pulse, GI2, GIM, ICON)	You will not be able to access the real-time reporting tools until Primary is back up and running. The data is not lost. The upload will resume later when the Primary is recovered; the data will be provided retroactively. ICON in the recovery site keeps performing its background jobs (collecting reporting statistics). Statistics previously collected by ICON in the Primary site, as well as the statistics in the Recovery site, will be utilized by the Reporting tools when Primary is back up and running	Logged out – Log into secondary site Phone re-registers to secondary	No Impact
Recording playback and viewing (GIR components)	You will not have access to recordings in primary until it is back up and running. Recordings in secondary will be available via regional UI.	Logged out – Log into secondary site Phone re-registers to secondary	No Impact
WFM data feed (historical and real-time) (WFM Adapters)	WFM systems and WFM Adapters will have to switch to use only the Secondary data feeds.	Logged out – Log into secondary site Phone re-registers to secondary	No Impact
Genesys WFM	You will not be able to perform any WFM function until Primary is back up and running.	Logged out of WFM will not have access till primary recovers.	No Impact
Voicemail (Feature Server)	You will not have access to an voicemails stored in Primary until Primary is up and running but will be able to access voicemails in the secondary.	Logged out – Log into secondary site Phone re-registers to secondary	Recovered on next call
Chat and Email	You will not be able to perform any chat or email function until Primary is back up and running.	Logged out – Log into secondary site Phone re-registers to secondary but the ability to process chat and email interactions is not available.	Chat is unavailable to customers.
Outbound	You will not be able to perform any outbound Campaign function until Primary is back up and running.	Logged out – Log into secondary site Phone re-registers to secondary but the ability to process outbound Campaign interactions is not available.	Active Calls Dropped

GTN Failure – UI connections through GTN

Functionality	Operational Impact	Representative Experience	Customer Experience
Agent login (GWS, SIP Server)	Agent will have to re-login into Alternative (Secondary) GTN. SIP Phone will have to re-register.	Logged out – Log into secondary site Phone re-registers to secondary	Active Calls through failed GTN Dropped
Callback (ORS, GMS)	No impact except If the primary GTN fails, Web callbacks will be not executed until Primary GTN is back up and running.	Logged out – Log into secondary site Phone re-registers to secondary	No Impact
Historical data feed	Must reconnect through the secondary GTN.	Logged out – Log into secondary site Phone re-registers to secondary	No Impact
Designer applications (Designer, Designer Application Servers)	Logged out and will have to log back in via secondary GTN.	Logged out – Log into secondary site Phone re-registers to secondary	No Impact
Call Routing (SIP Server, ORS, URS)	Active calls that were associated with GTN are lost. All new calls will be send to the secondary GTN and proceed through IVR; the calls will queue up until the agents log in and Ready. No impact to calls already be processed by the Secondary.	Logged out – Log into secondary site Phone re-registers to secondary	Active Calls through failed GTN Dropped
Agent and Queue Provisioning (GAX, framework platform)	Logged out and will have to log back in via secondary GTN.	Logged out – Log into secondary site Phone re-registers to secondary	No Impact
Historical and real-time reporting/monitoring tools (Pulse, GI2, GIM, ICON)	Logged out and will have to log back in via secondary GTN.	Logged out – Log into secondary site Phone re-registers to secondary	No Impact
Recording playback and viewing (GIR components)	You will not have access to recordings in primary until it is back up and running. Recordings in secondary will be available via regional UI.	Logged out – Log into secondary site Phone re-registers to secondary	No Impact
WFM data feed (historical and real-time) (WFM Adapters)	WFM systems and WFM Adapters will have to switch to use only the Secondary data feeds.	Logged out – Log into secondary site Phone re-registers to secondary	No Impact
Genesys WFM	Logged out and will have to log back in via secondary GTN.	Logged out of WFM will not have access till primary recovers.	No Impact
Voicemail (Feature Server)	Active voicemail messaging being recorded that were associated with the GTN are lost. No impact to accessing existing voicemails from either region.	Logged out – Log into secondary site Phone re-registers to secondary	Recovered on next call
Chat and Email	No impact for Chat. Genesys will not be able to retrieve or submit email messages to the corporate eMail server accessible via MPLS. You will not be able to perform any email function until Primary GTN is back up and running.	Logged out – Log into secondary site Phone re-registers to secondary	No Impact
Outbound	Logged out and will have to log back in via secondary GTN plus lose of active outbound calls going through the failed GTN and If the primary GTN fails, will not be able to initial any new outbound calls until the primary GTN is up and running again.	Logged out – Log into secondary site Phone re-registers to secondary	Active Calls through failed GTN Dropped



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GTN Failure – UI connections through Internet

Functionality	Operational Impact	Representative Experience	Customer Experience
Agent login (GWS, SIP Server)	SIP Phone will recognize failure of GTN; expiration of the SIP registration through the failed GTN may produce "Voice Channel is Out Of Service" warning on Desktop. SIP Phone will establish new registration via the other GTN. The Agent Desktop will automatically attempt to re-establish the Voice Channel. Agent does not need to re-enter login credentials.	Agent will get the "Voice Channel is Out Of Service" warning on Desktop and will lose the current call they are on. Once the SIP phone is re-registered, it will be back to normal	Active Calls through failed GTN Dropped
Callback (ORS, GMS)	No impact except If the primary GTN fails, Web callbacks will be not executed until Primary GTN is back up and running.	See above behavior Phone re-registers to secondary	No Impact
Historical data feed	No Impact	See above behavior Phone re-registers to secondary	No Impact
Designer applications (Designer, Designer Application Servers)	No Impact	See above behavior Phone re-registers to secondary	No Impact
Call Routing (SIP Server, ORS, URS)	Active calls that were associated with GTN are lost. All new calls will be send to the secondary GTN and proceed through IVR; the calls will queue up until the agents log in and Ready. No impact to calls already be processed by the Secondary.	See above behavior Phone re-registers to secondary	Active Calls through failed GTN Dropped
Agent and Queue Provisioning (GAX, framework platform)	No Impact	See above behavior Phone re-registers to secondary	No Impact
Historical and real-time reporting/monitoring tools (Pulse, GI2, GIM, ICON)	No Impact	See above behavior Phone re-registers to secondary	No Impact
Recording playback and viewing (GIR components)	No Impact (use regional Uis to access the recordings in the different regions)	See above behavior Phone re-registers to secondary	No Impact
WFM data feed (historical and real-time) (WFM Adapters)	WFM systems and WFM Adapters will have to switch to use only the Secondary data feeds.	See above behavior Phone re-registers to secondary	No Impact
Genesys WFM	No Impact	No Impact	No Impact
Voicemail (Feature Server)	Active voicemail messaging being recorded that were associated with the GTN are lost. No impact to accessing existing voicemails from either region.	See above behavior Phone re-registers to secondary	Recovered on next call
Chat and Email	No impact for Chat. Genesys will not be able to retrieve or submit email messages to the corporate eMail server accessible via MPLS. You will not be able to perform any email function until Primary GTN is back up and running.	See above behavior Phone re-registers to secondary	No Impact
Outbound	lose of the active outbound calls going through the failed GTN and If the primary GTN fails, will not be able to initial any new outbound calls until the primary GTN is up and running again.	See above behavior Phone re-registers to secondary	Active Calls through failed GTN Dropped

GU SLIDES

PEC SUCCESS FACTOR DECK



GU Offerings for PureEngage Cloud

PureEngage Cloud eLibrary

- Library of online Courses for End Agents, Supervisors, Operations, and Administrators
- 50+ Modules that can be used to train individuals on PureEngage Cloud

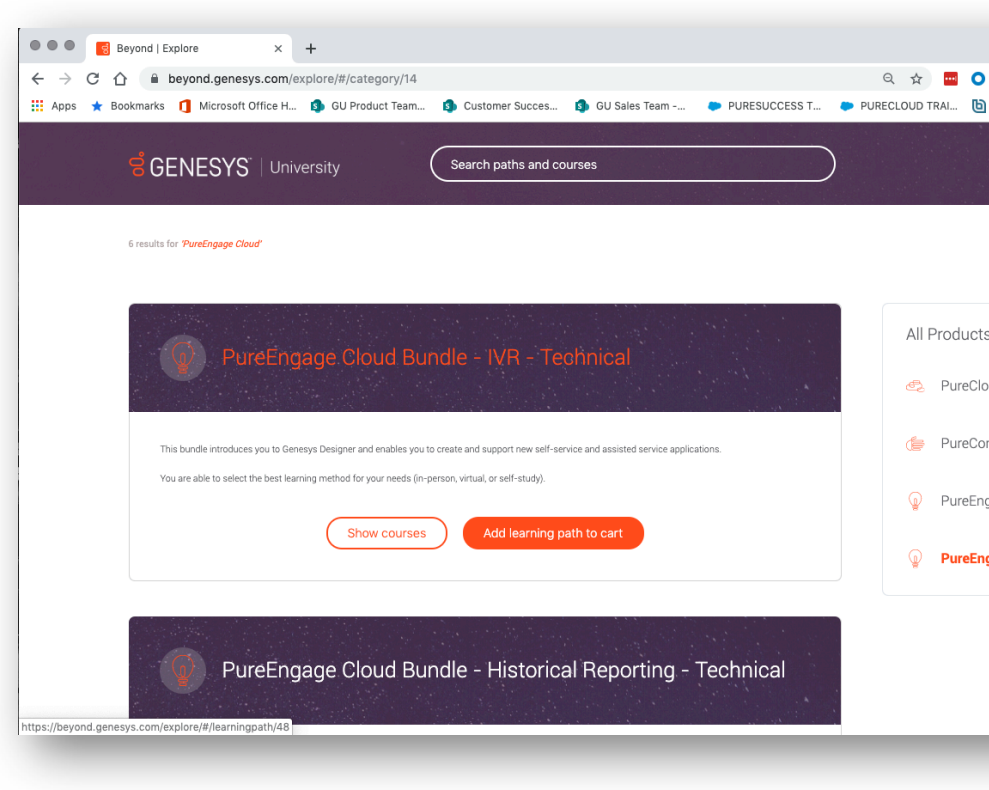
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Custom courses can also be designed for specific customer needs

Questions about the courses and how to purchase can be sent to education@genesys.com

For More Information

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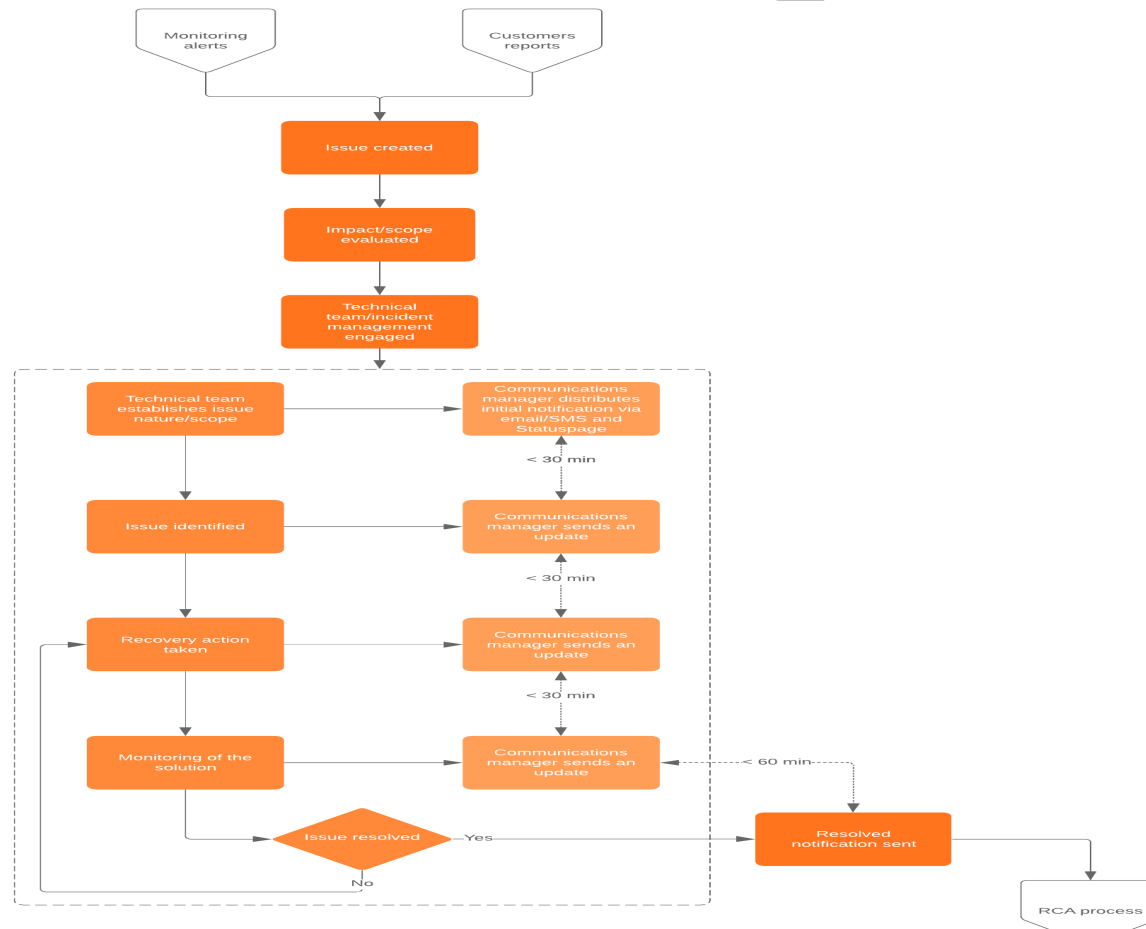


Communication for Incidents and changes

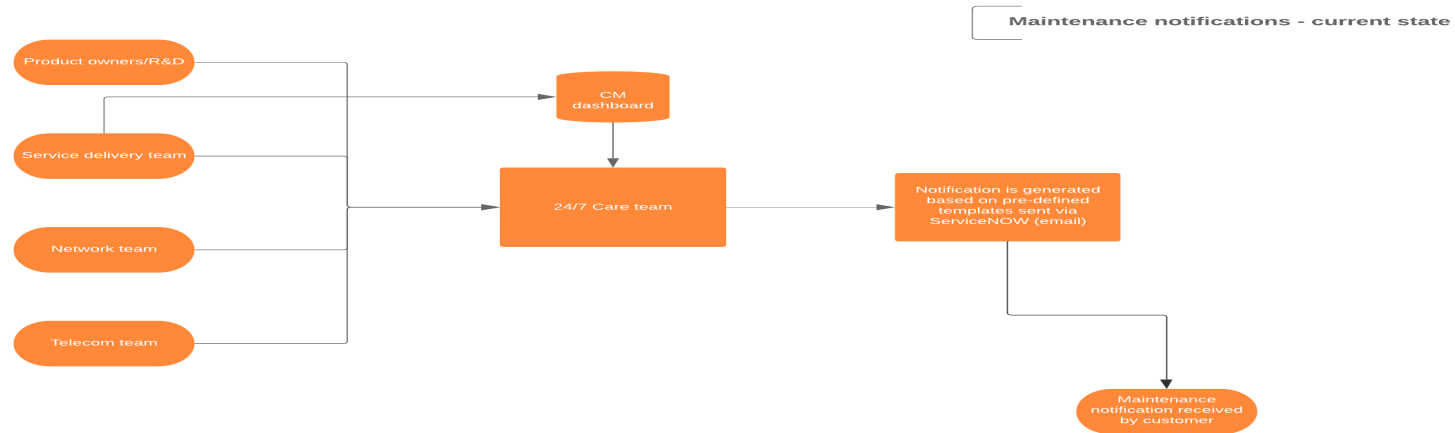


Major incident notification Workflow

Major incident notification workflow



Maintenance Notification- Current State



Maintenance Notification – Future State

