



# Automated Communication with the Genesys Connector for Outbound IVR

Integrated to the Collection and Recovery Modules

The Genesys connector provides direct integration within Temenos Infinity for Genesys Outbound IVR.

## GENESYS OUTBOUND IVR

The Genesys Outbound IVR can be used to communicate with account holders using a combination of fixed voice menus or recorded information. The account holder is then able to provide the financial institution a response by pressing a button on the telephone keypad. Managing these types of communications can be done directly within the Temenos Collection and Recovery modules.

## KEY FEATURES

### Link Dialer Queues to Calling Campaigns

In a matter of minutes, create a dialer queue in the system to determine which accounts should be targeted for contact and link the queue to a calling campaign in Genesys.

### Define Campaigns

Prioritize calling order and phone number type to define a campaign for maximum effectiveness. Take advantage of setting up campaigns to run at various times throughout the day with different call patterns.

### Receive Notes Back into the System

Receive notes back into the system for each contact attempt made to an account holder and the result.

### Using Existing Scripts

The Genesys connector provides five standard scripts already built into the application. Modifying and creating new scripts is simple and easy to use!

## BENEFITS

### Increase Revenue

Increase revenue by contacting borrowers in a shorter period of time and enhancing call-to-action steps. Allow the Genesys connector to effectively reach out to the right parties with its full range of automated services.

### Reduce Costs Per Contract

With the Genesys connector, reduce the cost per contact by having Genesys Outbound IVR reach out to account holders on your behalf.

### More Volume and Better Results

Contact more account holders in less time by using the Genesys connector. Expect to receive more right party contacts, improve call back rates and even reduce roll rates.

### Safe and Secure Transmission

Feel confident exporting and importing files to and from the system with the use of an advanced PGP encryption.

## MORE INFORMATION

### System Requirements

Temenos Infinity release 09.00.00 or higher must be installed in order to use the Genesys connector.

### Provider Highlight



Genesys is a leading provider of multi-channel customer experience and contact center solutions. With over 3,500 customers in 80 countries, Genesys orchestrates more than 100

million customer interactions every day across the contact center and back office. Genesys helps customers power optimal customer experiences that deliver consistent, seamless and personalized experiences across all touchpoints, channels and interactions. For more information visit: [www.genesys.com](http://www.genesys.com), or call +1 888 GENESYS.

For more information on the Genesys connector, visit [www.temenos.com](http://www.temenos.com) or contact your Temenos Account Manager.