

VidyoEngage for Genesys

The highest quality video channel for your Genesys PureEngage customer experience platform



Business Challenge

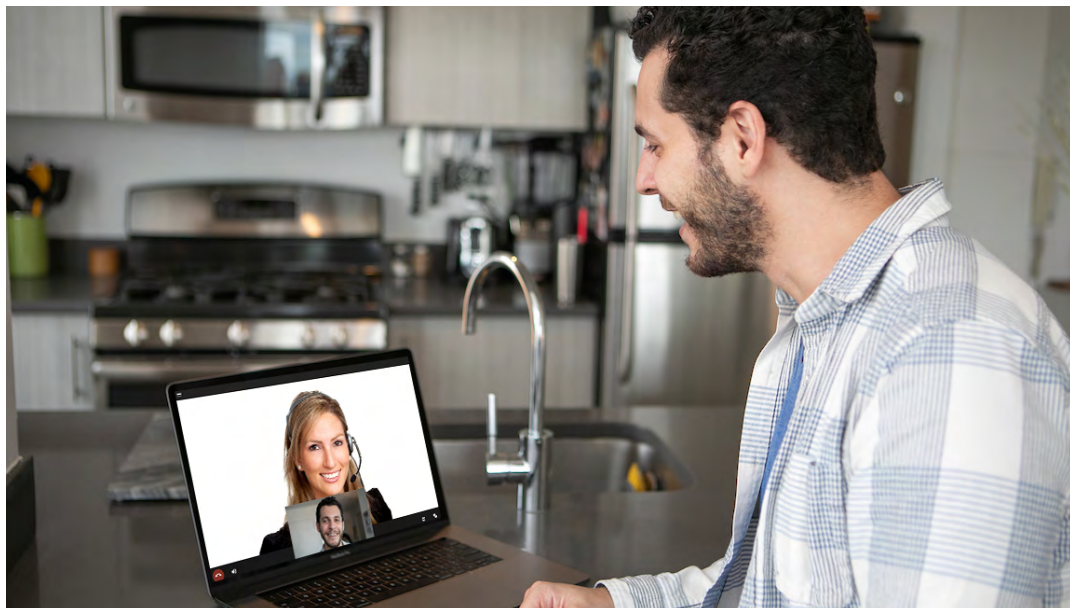
With digital self-service tools becoming pervasive, the human touch is more important than ever in managing cases escalated to agents. But phone, text chat, or emails can't replicate an in-person experience. Contact center executives need to add video to their omnichannel strategy to better serve customers and increase revenue.

Transform customer engagement with video

Solution Overview

VidyoEngage™ for Genesys enables organizations that use a Genesys PureEngage™ platform to easily implement video customer engagement to add a personal touch to their contact center and elevate customer-agent interactions. Vidyo's award-winning video collaboration technologies seamlessly integrate with the Genesys environment to deliver the highest video and audio quality over any network (public internet, Wi-Fi, 3G/4G) and device (desktop, mobile, kiosks) for point-to-point and multipoint interactions.

Vidyo's technologies support high-quality content sharing, advanced security mechanisms, and optional recording capabilities. They allow organizations to implement three essential video customer engagement workflows: click-to-video, voice escalation to video, and text chat escalation to video. The video infrastructure (media, signaling, and recording) can be offered as a full cloud-based service or partially deployed on-premises in a hybrid architecture model that can adapt to specific network and security environments and optimize the user experience.



Key Features

Best-in-Class User Experience

- Professionally branded video channel experience, with the ability to customize logo, colors, background images, and streaming videos for wait treatment
- Click-to-call options can be added to websites, mobile apps, and kiosks
- No download required for customers using a WebRTC browser
- Agent workflows fully integrated into Genesys Workspace Desktop Edition

High-Quality Audio/Video

- HD quality
- Unmatched quality, reliability, and efficiency over variable networks and devices

First-Rate Content Sharing Options

- Two-way content share (customer and agent)
- Share content from any application or screen
- Clearly see shared content details with pop-out to a separate window (desktop) or pinch-to-zoom (mobile device)
- Limit sharing to specific applications

Point-to-Point and Multipoint

- Host multiple participants in a single conversation without compromising on quality

Connection Workflows Support

- Click-to-video
- Voice to video escalation
- Text chat to video escalation
- Warm transfer
- Invitation of additional participants into an established conversation

Screenshot Documents

- Ability to take a snapshot of a document

Call Recording

- Optional SIP-based recording with integration with Verint

Specifications

Video	Native video codec: H.264 SVC (UCIF Mode 2s) Select/change and control video devices before joining the call and on the fly
Audio	Codec: SPEEX wideband audio, up to 32 Khz sampling rate Automatic Echo Suppression (AES) Select, change, and control audio devices before joining the call and on the fly
Number of Participants	Up to five participants in a single video call (five users without recording, or four users with recording)
Security	Automatic firewall traversal Enterprise security standards: TLS, SRTP, H.235, and AES 128-bit encryption Certifications: HIPAA, JITC, and FIPS 140-2
Languages	Agent UI localization based on WDE multi-language functionality using languages XML files Customer UI localization through VidyoEngage translation files
Management	Provisioning, configuration, and monitoring through Genesys Administrator Extension
Deployment Scenarios	Full cloud or optional hybrid deployment for WAN optimization

Technical Requirements

Vidyo solution requirements:	VidyoEngage 18.3 or higher
Operating systems on agent desktop:	Windows 7 64-bit, Windows 10 64-bit
.NET Framework	4.5 or 4.6
Genesys platform:	CIM version 8, eServices 8.5, Interaction Server 8.5.100.18, Orchestration Server 8.1.400.45, TServer SIP 8.1, GMS 8.5
Genesys Workspace Desktop Edition:	8.5.117 or higher
Workspace Desktop Edition SIP Endpoint:	8.5.1.
Supported web browsers:	Firefox 46 or higher, Chrome 42 or higher, Internet Explorer 11, Safari 9.0 to 11.1.2
Third party to support click-to-Vidyo:	Apache Tomcat 6 Java and JDK 8



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