

Case Study | Customer Experience



Genesys IVR Application Development for Logistics Service Provider

About Client

Customer is one of the largest logistics service provider in APAC.

Technology Used

Genesys Contact Center 8.X, Genesys Workspace Edition 8.5, .NET Framework 4.0

Business Benefits

- Increased in personalization of callers resulted in enhanced customer experience
- Saves Agent time
- Enhances Agent Utilization rate and Total Cost of Ownership

Business Challenges

Design and develop IVR Application based on Genesys platform and to migrate from existing IVR application

Solution Provided

- Sensiple helped the client in migrating their existing IVR Application to Genesys Platform and to integrate with the backend systems
- Developed and tested the IVR Application, provided UAT support and on-going support for managing the GVP Application

