



Genesys IVR Application Development
for Logistics Service Provider

Client Profile

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

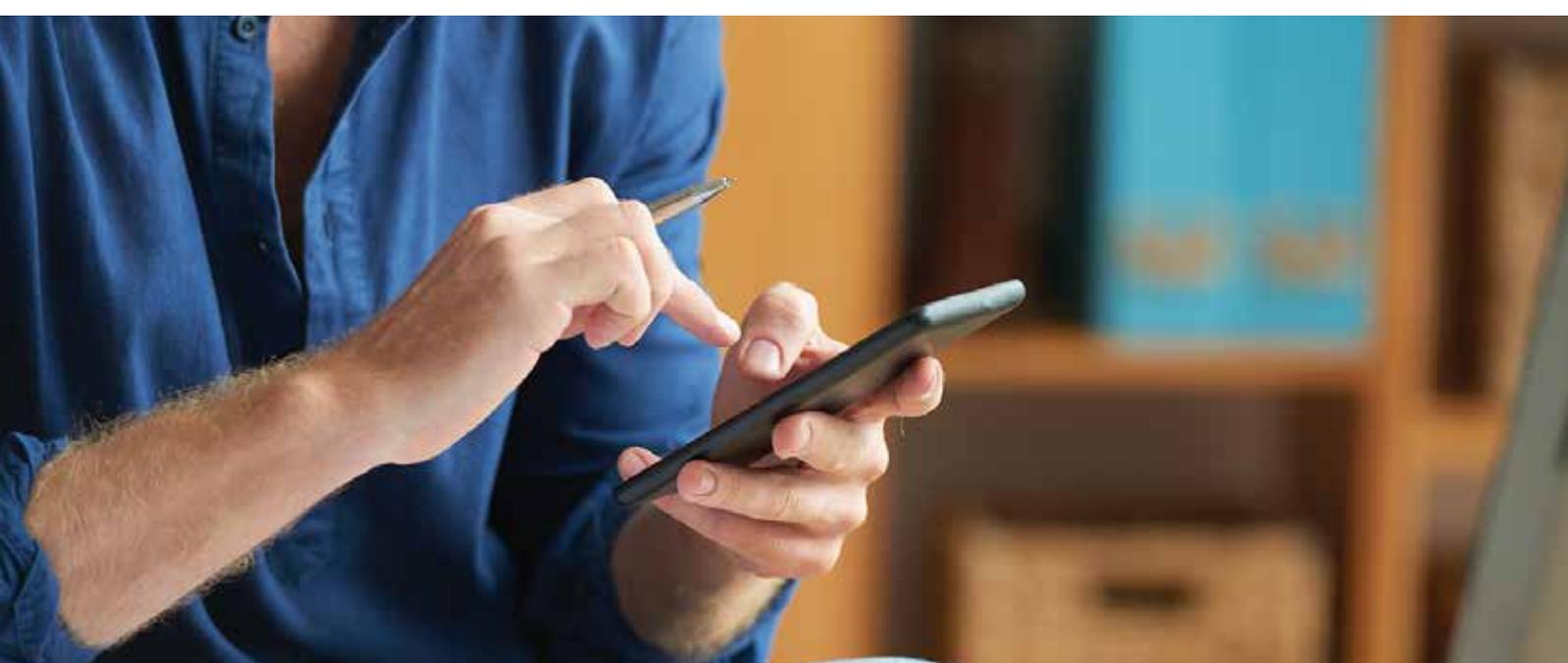
Company Profile:

Sensiple Inc. is a world class FinTech solution provider based out of New Jersey, offering state-of-the-art technology solutions and IT services across BFSI Industry. Sensiple's expertise is built upon 2500+ man years of experience with center of excellence and dedicated R & D team. Sensiple was an early adopter of FIX protocol and it offers solutions to client's business needs across the entire spectrum of banking, financial operations and trading workflow complementing with latest technology which aids market participants to maintain a competitive advantage in the current scenario.

For more info, visit: www.sensiple.com

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

Reach us

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