



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

- Providing the resources with the right skill needed to execute the migration in a shorter time frame
- Ensured cost-effectiveness and quality of service
- Ensures Business Continuity

Business Challenges

- Difficulty in managing the Genesys Infrastructure
- Need for upgrading GVP to the next version to avail continued support and ex-tended functionalities which come together
- Design and develop IVR Application based on Genesys platform and to migrate from existing IVR application

Solution Provided

- Application Migration: Migrating on premise Genesys contact center and applications running on Genesys Voice Platform 7.6 to GVP 8.x.
- Migration to Outsourcing Vendor: Migrating the GVP and applications from the client to the outsourcing vendor
- Tested the IVR Application, providing UAT and on-going support for managing the GVP Application

Reach us

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