

Genesys – Contact Center Support

Overview (Client Profile)

Global corporate travel management. The company, based in Utrecht, operates in 90+ countries, with US\$14 billion in total sales and a combined worldwide workforce of 10,800

Project Description

- Managing Outage Prevention support for Genesys Contact center which includes - Checking services in back-up, Log Generation (Monitoring and Analysis), Performing Health checks, Database Checks, Risk Assessment / Report Development & Troubleshooting (L1, L2) / ETL & Reporting
- Genesys Customization (Agent Desktop Application / Mobile App Development)

Business Challenges

- Monitor web services/windows services and provide 99.95% uptime to clients using a mission critical analytics application.
- Multi-channel Complex environment include Genesys framework, GVP, Servers, Network, Network Devices, telecom etc. from the monitoring perspective.
- To identify the anomalies during monitoring.
- Security concerns.
- To Prevent the Outage before it take place.

Scope, Environment

Environment:-

- Genesys framework 7.X / 8.X, Linux, Windows
- Tools – Solar winds (Networking), Zabbix, Genesys SCI, Snap View (System Monitoring), SDP, PeopleSoft (Ticketing)

Scope:-

- Product Customization and Support

Shree Value Adds/ Business Benefits

- Identify 60 – 70 outages which were critical and could cause huge business Loss
- Providing 24X7X365 support to the client
- Continuous Monitoring
- Expert team having thorough knowledge of Genesys framework 8.x and network.
- Outage prevention team also has a Genesys Support background on framework 7.6/8.x which helps in analyzing application behavior, log files analysis and finding anomalies on SCI & CCPulse tools.
- Continuously finding issues and intimating respective team to prevent outage and to met service expectations.