GC ESSENTIAL TEN

Your Blueprint for Genesys Cloud Success

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The GC Essential 10 provides a clear framework to translate client visions into operational reality. It facilitates a clear path through the initial stages of engagement, ensuring that the deployment strategy fully aligns with the client's goals. As the project moves forward, the toolkit promotes an orderly and efficient implementation, empowering you to maximize the capabilities of Genesys Cloud.

1. **Presales Checklist**
   Combines critical presale considerations with benefits for the Commercial Team, ensuring all client requirements are captured effectively to enhance sales opportunities through detailed preparation.

2. **Solution Design - Scoping Template**
   Merges a project and solution design framework with advantages for the Project Delivery Team, facilitating a deeper understanding of project scopes and client expectations for a more targeted and efficient design phase.

3. **Solution Configuration - Implementation Prerequisites**
   Outlines essential technical and business items for implementation, offering the Implementation Team a comprehensive preparation roadmap for a smooth project initiation.

4. **Testing - Agent & Supervisor Testing Sheet**
   Provides a structured approach to functional testing for both Agents and Supervisors, benefiting the Quality Assurance Team in identifying and resolving issues pre-deployment.

5. **Training - Agent, Supervisor & Administration Training Guides**
   Feature customized training materials, enhancing the ability to deliver effective instruction and ensure system proficiency across user groups.

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6. **Production - Go Live Rollout Template**
Offers concise guidance for the transition to live operations, ensuring a seamless shift to the production environment with minimal operational disruption.

7. **Operations & Support Playbook**
Details support service management for ongoing operations and maintenance, serving as a crucial resource for the Support Department to handle operational challenges efficiently.

8. **Transitioning to Support Services - Project Handover Checklist**
Ensures a complete transfer of project delivery to support services, providing the Support Department with the necessary resources and information for effective post-implementation management.

9. **Preventive Maintenance - System Health Checklist**
Provides the Operations Team a general list of system component checkpoints that critically needs to be periodically checked to ensure that the system runs at its optimum.

10. **Corrective Maintenance – Knowledge Base Document**
Compiles troubleshooting guides for common issues, equipping the Support Team with quick-reference materials to enhance system stability and reduce resolution times.

THE GC ESSENTIAL 10 ADVANTAGES:
COMPREHENSIVE, SWIFT, AND INFORMED

Comprehensive Deployment Vision: A complete, end-to-end deployment strategy that ensures all aspects of Genesys Cloud implementation are addressed for a unified approach.

Efficient Value Realization: Streamline your deployment with established best practices to achieve and recognize the value of your business investment quickly.

Integrated Omnichannel Excellence: Utilize our insights to merge omnichannel functions, delivering cohesive and superior customer engagement across all platforms.

Predictive Analytics for Informed Decisions: Harness the power of analytics with documents tailored to guide you in utilizing Genesys Cloud's analytical capabilities, empowering data-driven decision-making.

Operational and Support Mastery: Master the complexities of operational and service management with the structured support outlined in the GC Essential 10, ensuring ongoing excellence in system performance.