

A photograph of two IT professionals, a man and a woman, in a server room. They are sitting at a desk with multiple computer monitors displaying data dashboards. The man is pointing at a monitor while the woman looks on. The room is dimly lit with blue ambient lighting.

ServiceEdge: GC ProACT

Seamless Monitoring, Proactive Alerts.

Streamline your Genesys Cloud support operations with **GC ProACT**. Seamlessly integrated with GenesysCloud APIs offering proactive monitoring for key technical and business metrics, ensuring optimal performance through continuous and precise tracking of your key business and IT metrics around the clock, including Edge Server performance, inbound call volumes, concurrent user activity, stuck conversations, status codes, and CPU utilization, ensuring optimal performance across every aspect.

As a vital component of our Service Edge services catalogue, GC ProACT plays a pivotal role in supporting your Genesys contact center division. Complemented by a highly skilled team of engineers available for both on-site and remote support.

GC ProACT leverages its **proactive alerting capabilities** to keep you ahead of potential issues. It delivers timely alerts via SMS, email, or directly into your ServiceEdge (ticketing system), ensuring swift action.

Integrated with ServiceEdge (ticketing system), GC ProACT streamlines incident management by promptly opening tickets for events that require attention. It **intelligently resolves monitored issues** and seamlessly updates ticket statuses, minimizing downtime and maximizing efficiency.

Adaptable to both on-premises and cloud setups, GC ProACT effortlessly **aligns with your infrastructure requirements**. With features like unlimited scalability, flexible monitoring, a user-friendly visualization dashboard, and seamless deployment, GC ProACT empowers you to focus on delivering exceptional customer experiences while ensuring that your systems operate smoothly and efficiently.

FROM DETECTION TO RESOLUTION: GC PROACT KEEPS YOUR SYSTEMS RUNNING SMOOTHLY.

1



Proactive Monitoring 24/7:

GC ProACT tool ensures proactive monitoring around the clock, catching issues before they escalate.

2



Manage License Usage with Ease:

No unexpected bills for exceeding your license subscriptions. GC ProACT helps you stay within your limits.

3



Real-Time High- Performance Problem Detection:

Experience high-performance Problem detection in real-time, keeping your operations running smoothly.

4



Effortless Issue Resolution with Service Edge Ticketing System Integration:

Automatically resolve issues with our smart integration with Service Edge Ticketing System, saving you time and hassle.

5



Customized Issue Severity Levels:

Classify detected problems based on severity levels tailored to your needs.

6



Smarter Issue Classification with Tagging:

Tag and classify detected problems for smarter management and more efficient resolution.

STAY AHEAD OF DISRUPTIONS: MONITOR GENESYS SELF SERVICES PROACTIVELY FOR UNINTERRUPTED CX

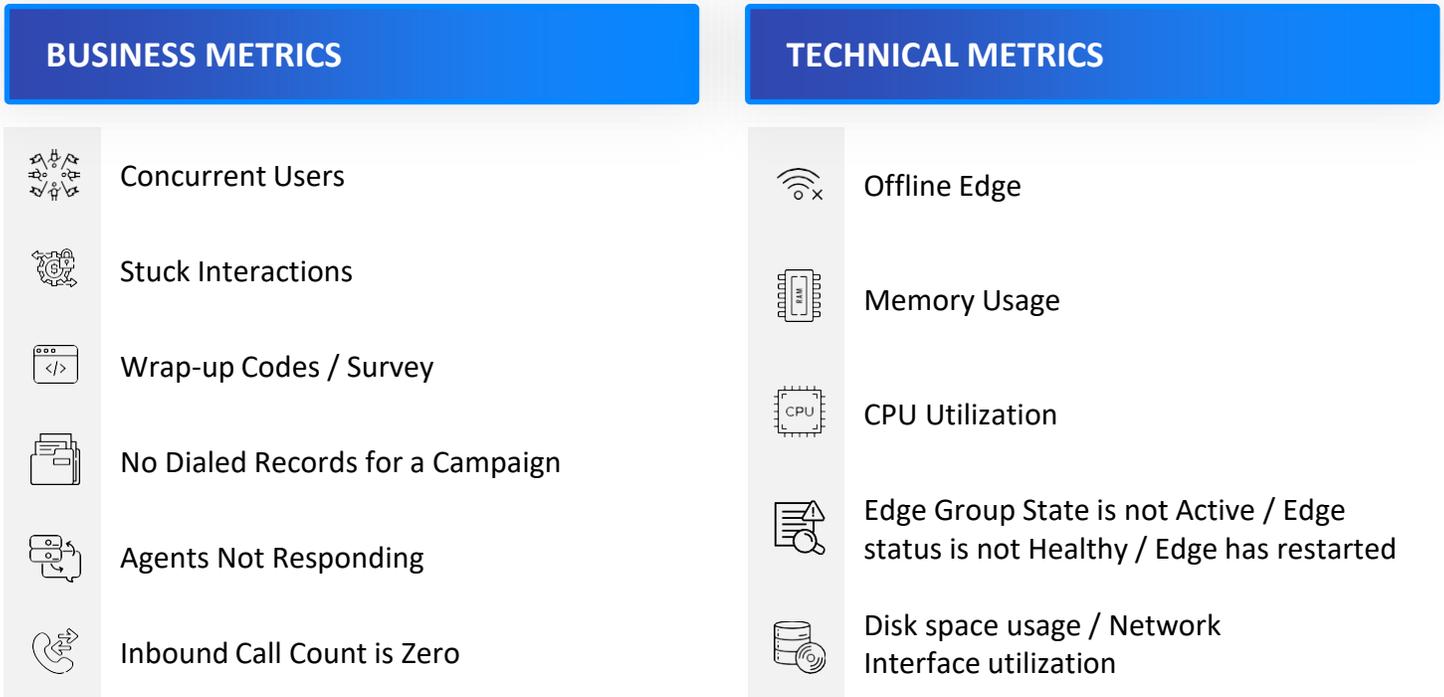
With our GC ProACT monitoring solution, you can effortlessly oversee your Genesys self-services, ensuring uninterrupted operations.

Receive instant alerts whenever a specific self-service experiences downtime due to an issue, mitigating the risks of customer churn, poor

experience, and stalled business operations in your contact center. By staying informed and taking preemptive action, you can uphold exceptional customer service standards and maintain smooth business continuity effortlessly.

MAINTAIN SYSTEM OVERSIGHT: GATHER METRICS EFFECTIVELY

Gain complete control of your contact center system by efficiently collecting both technical and business metrics. This will help you gain valuable insights into your operations, enabling you to make informed decisions that drive your business forward.



GC PROACT ALERTING PROCESS

