



# IR Collaborate for Genesys

Peak health and performance leads to better customer experiences

In today's world, connecting, understanding and responding to customer needs is crucial. Our solution, Genesys application monitoring, provides cutting-edge monitoring and analytics, enabling superior service outcomes and seamless experiences for your customers. With proactive issue resolution and enhanced uptime, you'll ensure happier customers and increased revenue.

## Your customers have high expectations

**90%**

of consumers rate an 'immediate' response as important or very important <sup>1</sup>

**80%**

say the experience provided is as important as the product or service <sup>2</sup>

**4-8%**

businesses can grow revenue between 4% and 8% above market when prioritizing customer experiences <sup>3</sup>

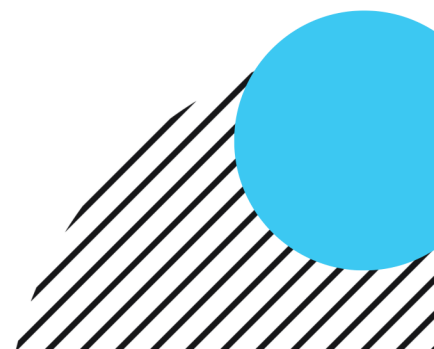
**78%**

will back out of a purchase, and 50% will leave an existing provider after just one bad experience <sup>4</sup>

Enterprises are prioritizing customer experience as a key differentiator in the competitive market. There is a growing emphasis on delivering personalized, efficient and responsive customer interactions, making sophisticated CX monitoring and analytics tools essential. By monitoring the health and performance of your Genesys application, you can ensure your customer interactions are seamless and of the highest quality - resulting in better CX outcomes.

## Provide peak CX outcomes

IR's Genesys application monitoring capabilities give you peace of mind that your Genesys environment is not only up and running, but performing at peak levels. We'll help you avoid costly downtime, poor connections that cause frustration and loss of customer trust.



## Actionable insights that drive operational excellence

IR provides end-to-end visibility into your Genesys ecosystem with extensive actionable insights. Proactive testing enables you to identify call routing issues and simulate high-volume scenarios to evaluate how your system manages surges in traffic. Additionally, remote agent monitoring allows for real-time visibility into remote employees' technical issues, enabling swift remote troubleshooting to address their needs promptly. More features include:

### End-to-end Ecosystem Visibility into Genesys Cloud.



Ecosystem Platform  
Observability



Recording  
Compliance Visibility



Voice Quality



Smart Alerting &  
Configurable  
Dashboards



3rd Party Integration,  
Availability & Utilization



Edge Infrastructure  
& BYOC



Conversations /  
Session Details



Reports



Agents / Users  
Overview



Remote Agent, Network,  
Media Monitoring

Reach out for a demo  
today

Request demo

Now on  GENESYS™ | AppFoundry

Find IR on the Genesys AppFoundry today to begin transforming your customer experience.



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