

IMPROVED DIGITAL TRANSFER EXPERIENCE



Summary

We're excited to announce and give you a preview of an Improved Digital Transfer experience for the Genesys Cloud Agent and embedded client UI.

Digital channels:

Email, SMS, Web Messaging, 3rd Party Messaging and Open messaging

The Benefits of this feature:

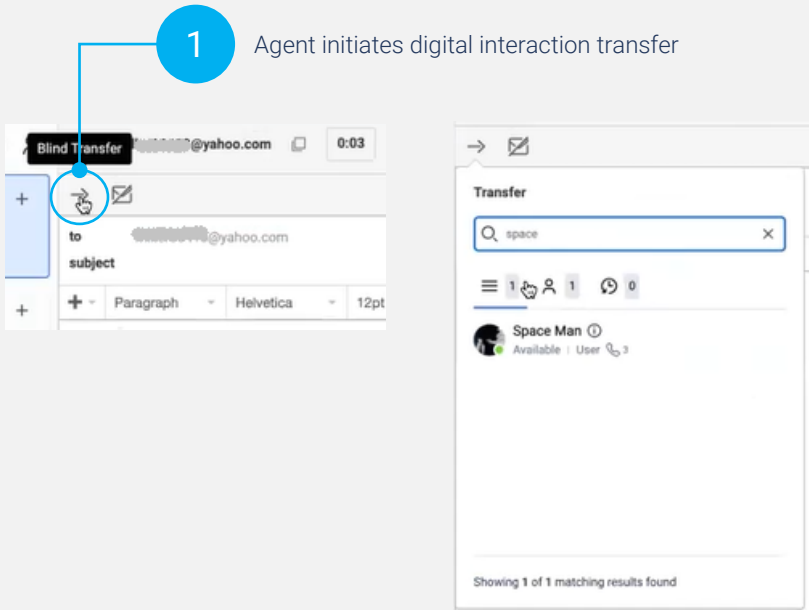
- Agents will have more visibility to when transfers are accepted
- Agents will have the ability to cancel and change the transfer target

This feature is an enhancement to the Agent UI leveraging the New Target Selection UI transfer experience which is releasing separately - [community post](#)

We currently target to launch this feature in June 2023.



Overview of the Improved Digital Transfer experience in Genesys Cloud client

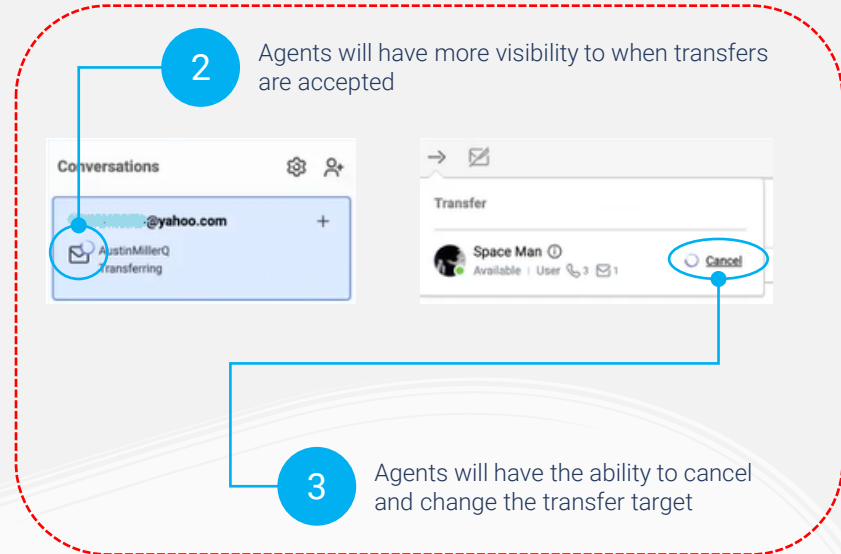


New Target Selection UI

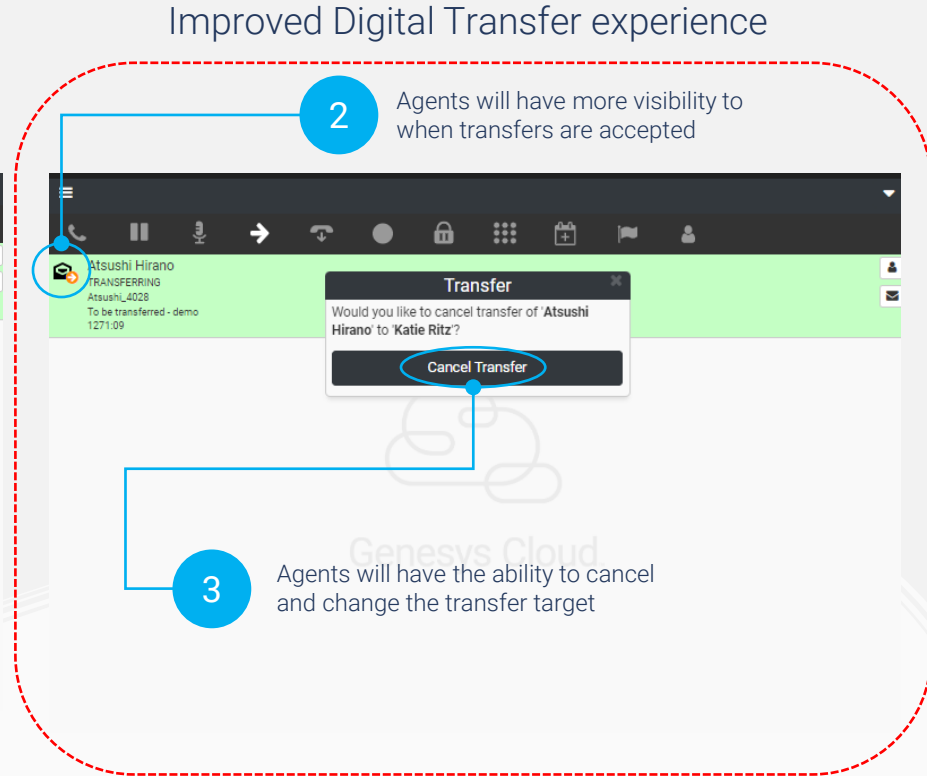
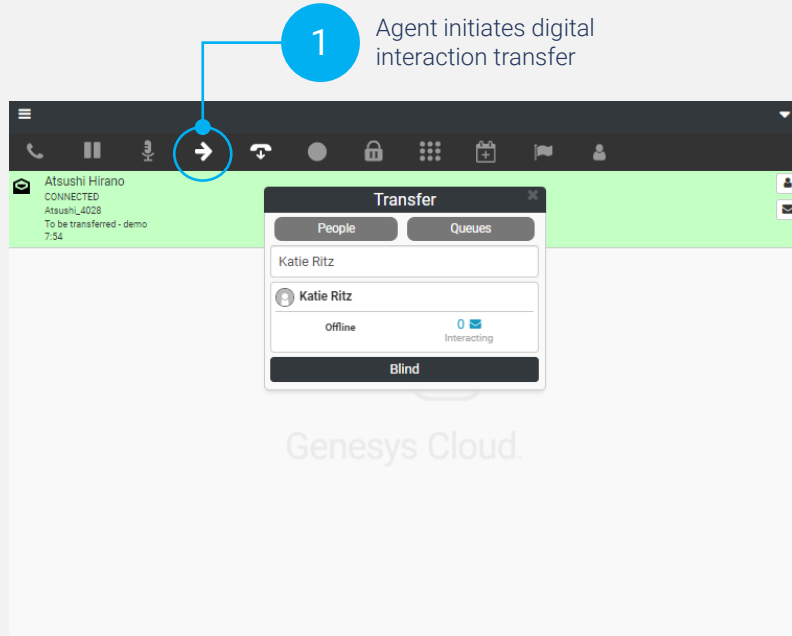
For more information:

[Genesys Cloud Community](#)

Improved Digital Transfer experience



Overview of the Improved Digital Transfer experience in Embedded client



THANK YOU

