

DIGITAL ADD-ON UPDATE^{!!!}



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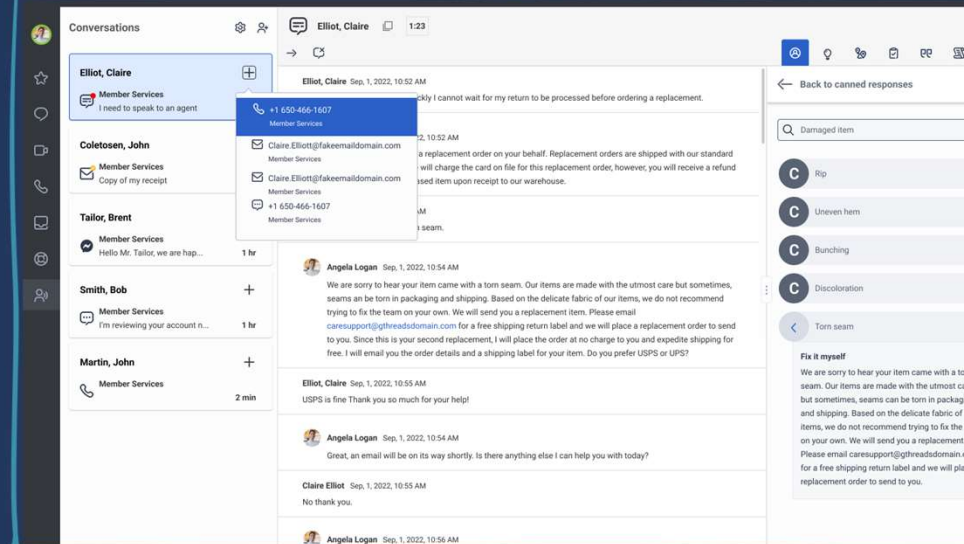
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GENESYS CLOUD CX 1 DIGITAL ADD-ON

What is it?

- ✳ Provides digital capabilities for a Genesys Cloud CX 1 license, which is traditionally just voice
- ✳ Access to digital channels such as Email, Web Messaging, SMS, WhatsApp, and more
- ✳ For agents, supporting a digital channel occurs from the same workspace used for voice interactions

— Note: Some digital capabilities are usage-based billing



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CX1 DIGITAL ADD-ON UPDATES

	Current	Future (estimated August 2nd)
Email	Yes	Yes
Web Messenger	Yes	Yes
SMS	Yes	Yes
Open Messaging API	Yes	Yes
Social Channels (Facebook, Twitter, WhatsApp, etc)	Yes	Yes
SMS Campaigns	No	Yes
Email Campaigns	No	Yes
Messaging Notification API (Open Messaging, WhatsApp, SMS)	No	Yes
Email Notification API	No	Yes
Co-Browse w/Web Messaging	No	Yes



CX1 DIGITAL ADD-ON UPDATE

Why Change?

- * August 2020 we released the original Digital Add-On Offers. Three Digital Add-On Offers Supported:
 - CX1 Digital Add-On I – Add Email & Chat channels
 - CX1 Digital Add-On II – Add all Digital Channels (Email, Chat, SMS & Messaging)
 - CX2 Digital Add-On – Add SMS & Messaging (email & chat already available at CX2)
- * February 2022 announced simplified CX seat licenses:
 - CX1 = Voice Capabilities
 - CX2 = Digital Capabilities
 - CX3 = WEM Capabilities
 - Removed the need for the CX1 Digital Add-On I & CX2 Digital Add-On
- * Provide a more robust digital experience with the Digital Add On
- * Meet customer expectations that CX1 Digital Add-On II is providing comparable feature set to CX2
 - There are non-Digital feature differences between the Digital Add On for CX1 and CX2 such as Workforce Screen Recording, Quality Management & Compliance

CX1 DIGITAL ADD-ON UPDATE

FAQ

1. When will this launch?

- Target launch date August 2nd, 2023

2. Who is impacted?

- New and Existing Genesys Cloud CX1 Customers with the Digital Add On II

3. Will the CX1 Digital Add On I or CX2 Digital Add On Offers be impacted?

- No, while some customers do currently have these offers, they were deprecated with the CX licensing changes made in February 2022, therefore there will be no updates to these offers.

4. How do I get access to the new Capabilities?

- Agentless SMS, Messaging, Open Messaging, and Co-browse for Web Messaging will be automatically enabled at launch.
- Agentless Email Notification & Email Campaign require action to enable:
 - Direct customers can enable Agentless Email capabilities directly through the [Outbound Email Campaigns and Agentless Email Notifications AppFoundry Tile](#)
 - Indirect customers work with their Partner to amend their contract to include the Outbound Email Monthly Usage Part (GC-170-NV-OUTEMAILMU).

5. Are there additional costs?

- Most digital channels have usage based pricing associated which will apply with the Agentless Digital Channels.
 - [Agentless Email Pricing](#)
 - [SMS Pricing](#)
 - [WhatsApp Pricing](#)
 - Open Messaging Pricing – Counts against [Fair Use API Allocations](#) – no additional pricing to use this offer.
 - Co-Browse for Web Messaging – No additional costs



CX1 DIGITAL ADD-ON UPDATE

FAQ

6. Will future Agentless Digital capabilities be added to the Digital Add On?

- We intend to add additional Agentless Capabilities to the CX1 Digital Add On II offer as they are released, each feature will specify where it will be available as part of the release notes.
- Reach out to the Sales Team for future roadmap items to get more information on where they will be available.

7. Will CX1 + Digital Add-On now have all the same capabilities as a CX2 seat?

- No, there are still some differences. There are additional Workforce capabilities made available in CX2 which are not Digital Features and therefore not made available with the Digital Add On. [CX License Feature Matrix](#)

8. Will Co-browse for Voice/Chat also be added to the Digital Add-on?

- "Legacy" Co-browse for Voice and Web Chat will remain at the CX3 license level, no changes planned.
- The upcoming Co-browse for Voice via Messenger will be included in the Digital Add-on at the time of its release.

FOR ADDITIONAL QUESTIONS PLEASE EMAIL:

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