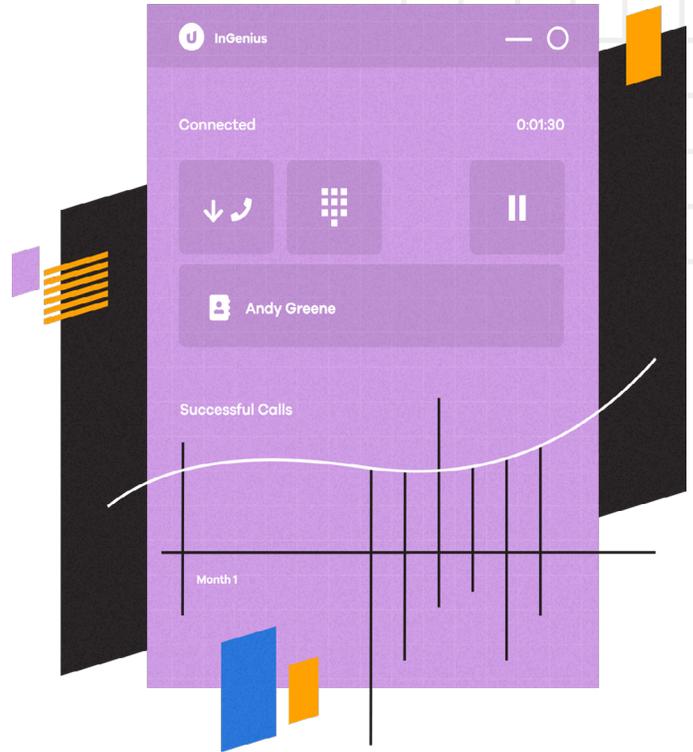




# Digital channels now, cloud ready tomorrow

Let us pave the way to cloud at your pace. Unleash the power of your Genesys Engage investment today to boost agent productivity and deliver world-class customer experiences by integrating with Salesforce Service Cloud Voice – using InGenius.



## Seamlessly bridge on-premise and cloud with InGenius!

		GENESYS™	
		Engage	Cloud
<b>Agent Experience</b>	Agent SSO	○	●
	Persist active calls when browser is refreshed	●	●
	All call control events	●	●
	All transfer types (including blind transfers)	●	●
	Omni channel integration	●	●
	IVR data shared with Salesforce Voice Call Record	●	●
	Post-call CTR Data Sync	●	●
	Advanced Contact Search with Agent Presence	●	●
	Call recording pause/resume	●	●
	Real time voice transcription	○	●
	Genesys outbound Campaign dialing support	○	●
	Directory dialing with presence	●	●
	Bi-directional presence sync	●	●
	Queued callbacks support	●	●
Genesys Wrap-up/ACW support	●	●	
WebRTC with VDI support	⊗	●	
All other standard Service Cloud Voice features	●	●	
<b>Supervisor Experience</b>	Omni Supervisor Dashboard	●	●
	Service Cloud Voice Analytics	●	●
	Authenticated call recording playback within Salesforce	●	●
	Supervisor listen-in & coach from SCV dashboard	⊗	●
Supervisor listen-in & barge-in from SCV dashboard	●	⊗	
<b>Admin Experience</b>	Launch from Salesforce, no separate authentication required	●	●
	Map IVR data to Voice Call Record OOB	●	●

● Available | ○ Coming soon | ⊗ Not Applicable

## Support for on-premise systems

Time and money savings generated by leveraging existing telephony systems—currently supporting Service Cloud Voice Partner Telephony integrations with Service Cloud, Sales Cloud, Financial Services Cloud, Lightning Health Cloud, Sales Engagement, and Government Cloud.

## Experience the best of both worlds

InGenius seamlessly supports your on-premise integration now and ensures a smooth transition to Genesys Cloud when you're ready for the next level of innovation.

## Experienced guidance

Expert computer telephony integration team with 13 years of Salesforce partnership.

## Easy deployment

Install the InGenius package via a web conference. No desktop installation required.

## Unmatched support

Dedicated customer care team and regular upgrades included with InGenius subscriptions.

## Out of the box flexibility

Capture entered IVR data and drop into a field in Salesforce.

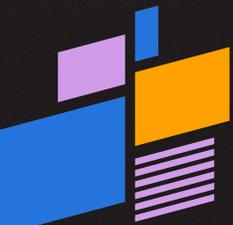


## Upland Innovation for Genesys Telephony

Upland Software continues to produce innovative solutions that enhance value for Genesys Customers. Current AppFoundry applications from Upland include InGenius CTI, Panviva Knowledge Management, and RightAnswers Knowledge Management - with more to come.



Upland InGenius  
on the Genesys [AppFoundry](#)



## Ready to get things done?

Let us show you what Upland InGenius can do.

[Contact Us](#)

**Upland Software** helps organizations just like yours increase agent productivity and earn happier customers with a seamless connection between your phone system and your CRM. Equip your service, sales, and ITSM teams with the tools they need to drive customer satisfaction today!

