What is Genesys Multicloud CX private edition?

Genesys Multicloud CX™ private edition is the first cloud-native contact center software based on microservices and containerization that’s orchestrated with Google Kubernetes Engine (GKE). Customers can deploy Genesys Multicloud CX on their private tenant within Google Cloud Platform (GCP), managed themselves or through a partner. With Genesys Multicloud CX private edition and Google Cloud, you get the best of contact center functionality, artificial intelligence (AI) and the cloud — all within the GCP ecosystem.

Why choose Genesys Multicloud CX private edition with GKE?

All-in-one omnichannel

Drive digital transformation with Genesys Multicloud CX, the leading all-in-one omnichannel solution that turns calls, emails, chats, messages and social media comments into one uninterrupted conversation — all without losing context.

Native cloud benefits

Enjoy the advantages of continuous innovation delivery on a self-healing infrastructure that dynamically autoscales. Reduce costs through lighter infrastructure and automated monitoring, plus ease of provisioning and configuration with GKE.

Fully customizable architecture

Customers with strict data security and residency regulations can tailor their contact center architecture across all Google Cloud regions, ensuring sensitive assets remain local and secure.

Cloud your way

Get the advantages of the cloud on your terms, with the ability to deploy and manage contact center technology in a way that makes sense for your business. Deploy as either private cloud or multicloud, and reap the benefits of another core business application on GCP.

75%+ of midsize and large organizations will have adopted a multicloud or hybrid IT strategy by 2021.

Gartner

-12.5% Compound Annual Growth Rate (CAGR) for on-premises contact center agents.

Gartner Forecast Analysis: Contact Center, Worldwide 2021
How does Genesys Multicloud CX private edition on GKE technically work?

Genesys Multicloud CX private edition streamlines how you access, deploy and manage contact center software. Helm Charts (YAML configuration files) ship with secure containers to automate deployment. Use your preferred CI/CD tools to set up automated pipelines from testing to production, including security scans, faster upgrades, monitoring and alerts, and automated testing and deployments.

Plus, Genesys Multicloud CX private edition running in an organization’s Google Cloud tenant will inherit all GCP data privacy and security characteristics.

What are some of the technical benefits?

With Genesys Multicloud CX private edition, customers can:

- Set up a global deployment in minutes
- Get rapid access to innovations, features and fixes
- Autoscale and turn services on or off as needed
- Get easy upgrades, testing and rollback
- Stay compliant and secure with built-in features