



Deliver personalized & unified customer service

Discover how with a powerful triple play

#1

challenge for organizations =
meeting rising consumer demands*

31%

of consumers switched businesses
after having a bad experience*

80%

of buyers would repurchase from
companies with steady personalized service*

Your customers demand effortless, personalized, and efficient experiences. Delight them by integrating your front- and back-office operations for frictionless omnichannel customer service.

Unified Experience from Genesys and ServiceNow empowers your agents to resolve issues faster, boosting customer satisfaction and lowering your business costs. And leveraging Deloitte Digital's TrueServe proprietary implementation framework can help you accelerate deployment.

DISCOVER A CX TRIPLE-PLAY SOLUTION

Unified Experience from Genesys and ServiceNow—deployed by Deloitte Digital's TrueServe—for an efficient, AI-powered, end-to-end customer experience (CX) solution.

HAPPIER CUSTOMERS, AGENTS, AND SUPPORT TEAMS

Make onomnichannel service easier for your customers, agents, and supporting teams—with Genesys, an industry-recognized leader in Contact Center as a Service (CCaaS) combined with ServiceNow's Customer Service Management (CSM):

- Boost customer satisfaction and loyalty
- Enhance employee efficiency and utilization
- Reduce total cost of ownership

5%

**decrease in service
agent handle time†**

Quick, personalized customer service

Faster issue resolution

Continual omnichannel communication

7%

higher agent utilization†

Match type and amount of work

Raise productivity via AI support and automation

Provide easier onboarding and job control

65%

lower technology costs†

Higher utilization & staffing efficiency

Retirement of disparate / legacy systems

Ease of deployment and maintenance

ACHIEVE ROI SOONER

Learn how Deloitte Digital TrueServe can help you accelerate deployment, offering a quicker return on investment and improved omnichannel customer service delivery.



Pre-built integrations
to reduce the time and complexity
of systems setup



Efficient omnichannel service
for consistent customer communications



**Quick setup of workflows
and automation processes**
to reduce deployment time



**Scalable and flexible
to grow with your business**
without extensive development work



**Real-time analytics and
predictive insights** to personalize
and improve customer service



Streamlined operations
to free up your team for
more strategic tasks

READY TO UNITE YOUR SERVICE TEAMS?

See how Deloitte Digital's TrueServe unites Genesys Cloud and ServiceNow to help you transform your customer and employee experiences. Set up a consultation to evaluate your CX and operational maturity and receive a customized, phased integration strategy under our demonstrated methodology.

FOOTNOTES

* Erik Brynjolfsson, Danielle Li & Lindsey R. Raymond, [Generative AI at Work](#), National Bureau of Economic Research, November 2023.

† Median averages resulting from former engagements with Genesys customers and actual achievements where known, dependent on implementing specific use cases and co-creating process with client.

GET IN TOUCH

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