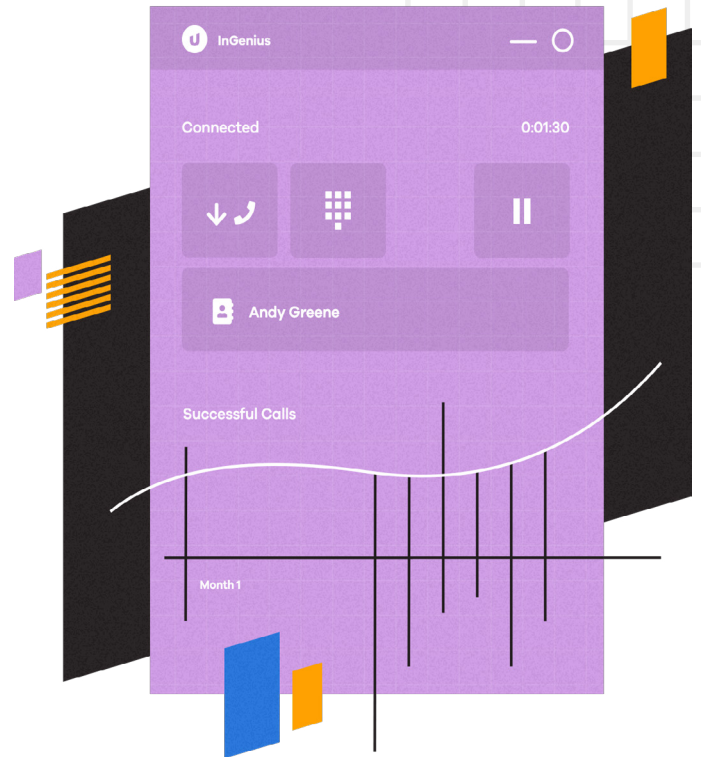




Digital channels now, cloud ready tomorrow

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 Voice – using InGenius.



Seamlessly bridge on- premise and cloud with InGenius!

		GENESYS™	
		Engage	Cloud
Agent Experience	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	●	●
Supervisor Experience	WebRTC with VDI support	⊗	●
	All other standard Service Cloud Voice features	●	●
	Omni Supervisor Dashboard	●	●
	Service Cloud Voice Analytics	●	●
Admin Experience	Authenticated call recording playback within Salesforce	●	●
	Supervisor listen-in & coach from SCV dashboard	⊗	●
	Supervisor listen-in & barge-in from SCV dashboard	●	⊗
	Launch from Salesforce, no separate authentication required	●	●
	Map IVR data to Voice Call Record OOB	●	●

Support for on-premise systems

Time and money savings generated by leveraging existing telephony systems—currently supporting Salesforce Voice Partner Telephony integrations with Agentforce Service, Agentforce Sales, Agentforce Financial Services, Agentforce Health, 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 14 years of Salesforce partnership.

Easy deployment

Guided install via web conference. Faster time to value from day one.

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.



InGenius innovates with Salesforce

InGenius is a Salesforce AppExchange partner and an original key contributor to the Open CTI definition. As a Salesforce launch partner for Salesforce Voice Partner Technology in 2021, the InGenius team has a commitment to continuous innovation with Salesforce.



Upland InGenius
on the Salesforce® [AppExchange](#)



Ready to get things done?

Let us show you what Upland InGenius can do.

[Request a Demo](#)

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!

