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Genesys Cloud: High-level capabilities comparison versus other vendors

Capability	Genesys Cloud.	Other Cloud Vendors
100% web-based solution	**The Genesys Cloud application is 100% web-based** and is also available as a native desktop client for iOS and Windows. Genesys Cloud also offers hardware for remote survivability.	Most vendors' modules are web-based, but some administrative modules may not be. Some vendors are incapable of offering remote survivability.
Innovation, new features, and regular updates	Genesys Cloud operates on a **continuous delivery model** and releases **new features and updates every week**. Genesys **outspends several key competitors in absolute R&D dollars** and this is reflected in the feature velocity seen by Genesys Cloud.	Many vendors publish updates to their applications on a quarterly to semi-annual basis. Some vendors' interfaces have not been updated in years, resulting in a dated UX.
CRM functionality and integrations	Genesys Cloud offers contact management and customer context and journey capabilities that complement CRM systems. **Pre-built CRM integrations are available for major systems**, including Salesforce, Zendesk, Microsoft Dynamics 365, and more.	Other vendors may provide a basic customer information repository but rely on third-party systems to offer any advanced CRM functionality.
Voice services	Genesys Cloud offers customers the flexibility to choose when it comes to voice services. **Genesys Cloud Voice** offers 100% cloud-based voice. **-OR- Bring Your Own Carrier** allows you to use the telephony carrier of your choice, available on-premises or cloud.	Other cloud-based contact center vendors may only offer the option of using cloud-based voice, despite what the customer's needs / requirements may be.
Workforce management	Genesys Cloud includes a **native AI-powered workforce management engine**, including quality management, intraday monitoring, call recording, and omnichannel forecasting, scheduling, and more.	Several vendors rely on third-parties such as Verint and Calabrio to deliver WFM capabilities.
Reliability	Genesys Cloud **guarantees 99.99% uptime**.	Other vendors may only offer an SLA for 99.9% uptime and may charge a premium for higher reliability.

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Capability	Genesys Cloud	Other Cloud Vendors
Unified communications and collaboration	**Genesys Cloud Communicate** consolidates traditional business telephony features, like voicemail and group ring, with real-time collaboration tools (video conference, screen share, team chat, profile-driven corporate directory and document management) through **Genesys Cloud Collaborate**. Collaborate was **built with the agent experience in mind** to handle multiple channels, providing a single administrative interface so changes can be made using the same interface without going to other tools.	Other vendors may not be able to natively offer unified communications functionality. Some vendors do not offer native PBX functionality and cannot provide traditional telephony alongside collaboration tools. Some vendors do not provide a unified agent and administrative console. Other vendors are unable to offer a collaboration toolset comparable to Genesys Cloud Collaborate.
Integrations	Genesys Cloud offers numerous out-of-the-box integrations. The Genesys Cloud platform was designed from the ground-up with APIs in mind. **Genesys AppFoundry Marketplace** has more than 315 pre-built customer experience applications and integrations with one-click installation and free trials. Customers can also build custom apps through Genesys Cloud's full set of open REST APIs.	For some other vendors, APIs were an afterthought. Some only offer discreet APIs without platform-level API.
Scalability	**Genesys Cloud is fully scalable** and has no maximum number of agents it can support. Genesys Cloud is designed to grow as your company grows.	Many cloud-based vendors have single-domain agent capacity limits for their solutions and have difficulty scaling to serve large contact centers with more than a few hundred agents.
Custom dashboards & reports	Genesys Cloud's **customizable interactive dashboards** display real-time metrics for the contact center. Genesys Cloud also maintains a historical data set that can be viewed from the user's preferred dashboard or exported. A **comprehensive analytics API** is also available to integrate Genesys Cloud data into third-party reporting and analytics tools.	Other vendors may only offer a set of canned reports that offer limited customization beyond filtering, sorting, totaling, etc. Ad hoc reporting may be cumbersome and require data export to another program.
Global presence	Genesys Cloud has been deployed on a global scale and customers can rely on **Genesys' global resources and support**.	Some vendors only offer region-specific deployments and have limitations supporting customers outside of North America.

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