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Contact Center
QuickStart Packages

Genesys

If you have decided to delve into a Genesys Contact Center, you should be thinking Nu Echo. Seamlessly deploy your system with one of our QuickStart Packages; A great system doesn't have to be complex to deploy. We have experience working with clients of every size and need. Pairing Genesys technology with Nu Echo's best practices for contact center deployments, will help place you ahead of the game, saving you both time and money.

Choose the Genesys QuickStart Package that best suits you!

Package Features	QuickStart Advantage	QuickStart Advantage+	QuickStart Complete
Voice Module (IVR & CIM)	Included	Included	Included
Work Force Management (WFM Module)	n/a	Optional INCLUDES ONE OF THESE 2 OPTIONS	Included
Genesys Interaction Recording (GIR Module)	n/a	Optional	Included
Number of Agents	Up to 100	Up to 200	Up to 300
Number of DNIS numbers	1	Up to 3	Up to 5
Simple menu trees (3 x 5 / 5 x 3 or equivalent)	1	Up to 3	Up to 5
Virtual queues	Maximum 10	Maximum 15	Maximum 20
Skills	Maximum 10	Maximum 15	Maximum 20
Average project duration	3 months	4.5 months	6 months
Professional Services Pricing (Total Average)	$80,000*	$130,000*	$180,000*

* Genesys Licenses and Maintenance Quoted Separately. Contact Nu Echo today to help prepare a quote for you.

Standard features included in all of the QuickStart Packages.

Bilingual (English/French)	Included	
Supervisor	10%	
Test agents	5	
Genesys environments	1	
Standard warranty	30 days	

Start your Contact Center with a Genesys QuickStart!

Infinite flexibility, scalability and possibility for customization…

The QuickStart packages are here to help answer your system needs, getting your new contact center running as quickly and efficiently as possible. Nu Echo wants to ensure that your QuickStart package truly responds to what you are looking for. Here are just some of the options available for any of our QuickStart packages; speak with one of our representatives to have any of these options added to your package:

Additional options available for QuickStart Packages

Telephony Integration (non SIP)	User Identification	Custom Development
IVR Backend Integration	Performance Monitoring	System Training
IVR Automation	Voice Biometry	Additional Environments
Agent Desktop Integration	Batch Skills Assignment	Additional Project Activities
Outbound calls	Additional Skills, VQ, other	Redundancy / HA
Click-to-call	Auto Attendant	Agent and Coach Training
SMS, Chat and Email	Additional Agents	Operation Support
Speech Analytics	Custom Reports	Mobile
Screen Recording	Additional IVR, menus, other	Social Media
Speech Recognition	Text to Speech	24/7 Support
	More DNIS	

QuickStart steps with Nu Echo

PRE-ASSESSMENT → ANALYSIS & DESIGN → INSTALLATION, CONFIGURATION, INTEGRATION → REVIEW & MODIFICATIONS → BASIC TRAINING → DEPLOYMENT

The Process
What can you expect from a Nu Echo Genesys QuickStart?

Nu Echo is focused on delivering Genesys QuickStart packages that meet your needs and get your system up and running quickly and easily. A member of our professional services team will schedule a meeting with you and your team to review the features you are interested in as well as your planned architecture. We always start with a high level plan for you can consider; ironing out the details. Once we get the go, we launch into analysis and design, installation, configuration and integration. You will validate the system in a sandbox environment, and Nu Echo will be ready to make adjustments. Then Basic training will begin to ensure your team is functional and ready for go live. Finally the system will be deployed and you can begin a new level of operations with your contact center! We are here to help ensure your system is continuously improving and scaling as your business grows.

Start your Contact Center with a Genesys QuickStart!