

Reimagine the citizen experience

Genesys Cloud CX™ for government, a FedRAMP Authorized solution

Build pride and trust in government services with exceptional citizen experiences. The Genesys Cloud CX all-in-one contact center solution makes engagement easy for your employees and the people you serve.

Modernize constituent engagement

Deliver simple, seamless, and secure experiences across all channels.

Inspire your workforce

Empower agents with context to offer the right help at the right time.

Improve mission outcomes


Get insights you need with real-time dashboards and analytics.

Effortless and empathetic engagement at scale

Simple: Deploy, provision and monitor your entire contact center solution with one web-based application. Connect data, processes and systems in an intuitive interface that gives your team context and tools to serve constituents efficiently and effectively. Support employees from any location without the need for additional desktop software or licenses.

Seamless: Built to optimize self-service and support any communication channel, Genesys Cloud CX turns calls, email, chats, texts and messages into one seamless conversation — without the need for multiple applications and systems.

Secure: Genesys Cloud CX is FedRAMP Authorized at the moderate impact level. Built on Amazon Web Services (AWS), the platform delivers security and agility to manage change quickly. Readily scale up or down and gain insights and tools to deploy new functionality with industry-leading reliability and availability.



"Knowing your customers means you understand them. Once you understand your customers, you can engage with empathy. And empathy builds trust."

Tony Bates, CEO, Genesys

AI-powered automation and anticipatory service

- Personalize omnichannel citizen journeys at scale
- Give citizens and agents the right answer, every time
- Enable smarter self-service
- Surface data-driven, predictive and actionable insights
- Eliminate information silos
- Match constituents to the best available agent

Self-service

Provide citizens with convenient 24/7 self-service options with bots¹ and intelligent virtual assistants. Easily escalate to a live agent with full conversation context so constituents don't have to repeat themselves.

Digital channels

Give constituents the easy, frictionless communication channels they prefer. An all-in-one suite of digital capabilities —enhanced with bots¹ and predictive AI enables seamless conversations across chat, email and text channels.

Speech-enabled IVR

Resolve issues faster with multilingual speech-enabled IVR. Natural language understanding (NLU) technology lets citizens interact with your IVR in a way that feels completely natural.

Artificial Intelligence & Automation

Leverage AI and automation to enable smarter self-service, automate repetitive tasks, match constituents to the best available agent and surface real-time knowledge and insights needed to deliver empathic and personalized experiences—at scale.

Sustainability commitment

Choose a vendor where sustainability isn't just empty talk. Read the [Genesys 2021 Sustainability Report](#) and learn how our products and commitment to sustainability contribute to a better future for our planet.

Inbound

People still choose voice when it matters most. Get reliable inbound voice routing that automatically scales to handle changes in demand. Unify voice and digital channels to deliver a seamless citizen and employee experience.

Outbound campaigns

Reduce operational costs and keep citizens informed with proactive outbound engagement. Deliver important, time-sensitive information via citizens' preferred channels.

Integrations

Leverage pre-built Genesys and third-party CX applications and integrations in our AppFoundry® marketplace² or build your own solutions using our public REST API.

Multilingual

Support citizens and employees in their native language. Genesys Cloud CX includes 18 user interface languages, 19 standard languages/dialects for IVR system prompts and 13 for speech and text-to-speech. Additional languages are supported through third-party integration.

Accessibility

Genesys Cloud CX is designed and built for accessibility. Voluntary Product Accessibility Templates (VPAT) show our adherence to US Section 508 guidelines.

Workforce engagement

Boost employee engagement and productivity with native, AI-powered workforce engagement tools. Get employee performance, resource management and quality assurance tools — no integration required.

Analytics & Reporting

Easily integrate, view, manage and act on data. Get real-time actionable insights across the citizen journey. Use these insights to make informed decisions, discover opportunity areas and improve results.

Unified Communications

Streamline employee communications with built-in unified communications. Combine business telephony features like auto attendant, voicemail and group ring with collaboration tools like video conference, screen share, and chat.

FedRAMP Authorized

Genesys has received the US Federal Risk and Authorization Management Program's (FedRAMP) authorization for the Genesys Cloud CX platform and is now available on the FedRAMP Marketplace.

Learn more...

[Genesys Cloud CX for government](#)

¹Genesys Dialog Engine not yet available in FedRAMP. Bot functionality requires integration with Google Dialogflow or Amazon Lex.

²Genesys does not represent FedRAMP status for any AppFoundry partner. Customers will need to sign the vendors T's & C's and assume any risk of non-FedRAMP integrations.

Experience a contact center constituents and employees will love

In this self-guided tour, explore Genesys Cloud through the eyes of your agents, supervisors and management.

[Take the tour](#)