



ACCENTURE GENESYS

VIDEO TRANSCRIPT

Transformation is happening everywhere. Transformation is impacting the way enterprises interact with their customers. Transformation is enhancing the customer life cycle.

Transform to win in an experience-lead market. Be hyper-focused on the customer. Be agile to offer new, connected experiences. Be flexible to accommodate personal needs. Be innovative and disruptive – in a smart way to create an engaging customer experience.

To deliver an omnichannel AI-powered engagement. Seamless from digital to human. Executing the engagement between customers and employees. Optimizing the business with an end-to-end transformational approach. Being “customer moments scientist”. Leading transformation to create business value.

Genesys: connected to the future. Accenture: Leading now.

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