INFINITI SUITE

Outbound Call Display

Get unlimited call numbers and display names for all your customer interactions across your contact center

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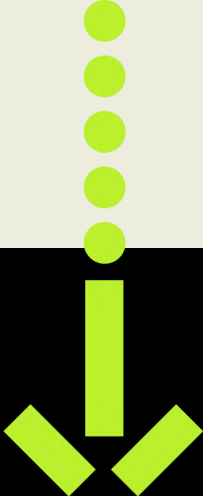# Got Genesys? Then you already benefit from the world's leading customer experience platform.

The only PureConnect app that delivers outbound call display flexibility and advanced functionalities

But sometimes, even the best of the best, need a little extra assistance. That's where we come in.

If you're running a large, expansive contact center with varied services or want to personalize and accurately direct customer interactions to the proper channels, then you'll need to have more than one call-in phone number and display name. Perhaps, your customers can dial one number for tech support, another number for customer service and one for sales. All these individual numbers also require unique display names that personalize the customer experience.

Unfortunately, your Genesys PureConnect platform, as great as it is, only permits the use of one outgoing phone number and display name. What's up with that?

With Outbound Call Display, your contact center is no longer limited to the use of one calling address line value. With the ability to modify the display name and number when executing an outgoing call, your technical or administrative resources can easily and quickly configure the information directly in Genesys PureConnect.

→ **Customize your interactions by division or service unit.**

→ **Provide personalized support.**

→ **Decrease wait times and long queue lines.**

Unique Features That Deliver Flexibility

Maximize Your PureConnect Investment

Features

As the only value-added PureConnect application, Outbound Call Display delivers much-needed flexibility and increased functionality allowing contact centers to quickly customize and change the display name and phone number with zero service disruptions.

Plus, there's no need to outsource! Your very own contact center administrators or technical resources can quickly and easily modify the outbound call display for specific PureConnect elements, such as:
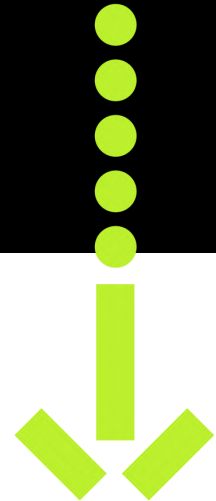
/ Stations

/ Users

/ Roles

/ Locations Deliver Personalized Interactions with Custom Outbound Displays

Get Infiniti Outbound Call Display