

INFINITI SUITE

Remote Login

A decorative graphic consisting of a horizontal black bar. On the left side of the bar, there are two green diagonal bars pointing towards the center. In the center, there is a green horizontal bar. To the right of this bar, there is a row of five green circles.

Use
Remote Login
to positively
impact
your operations

inoria

Work from anywhere
and through anything to
stay connected with
customers.

No access to a PC?
No problem!

With Infiniti Remote Login, all you need
is a phone . Once configured to in
Genesys PureConnect, authorized
users can:

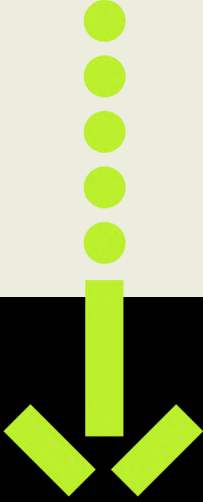
/ Call into the application

/ Provide their credentials

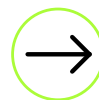
/ Provide their phone number

/ Follow the login steps and set their
status

That's all! Now they can answer
customer calls.

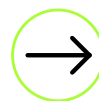


Make remote work
seamless and
simple, without
disrupting customer
communication



All you need is a phone

No hardware. No software. You
don't even need a PC. All you need
is a phone to be able to login
remotely.



ACD Capabilities

Agents can continue to support
customer communications through
Automatic Call Distributor (ACD).



Social distancing

Whether you have remote agents
or locations, or are enforcing social
distancing, your workforce can
safely work in their pajamas.

A simplified and secure way for your agents to remotely log into your system and respond to customer calls

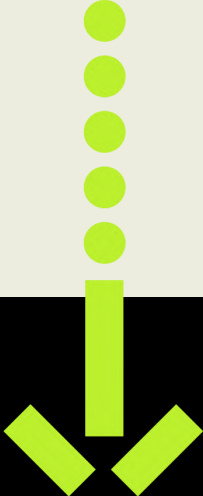
Features

/ Quick implementation

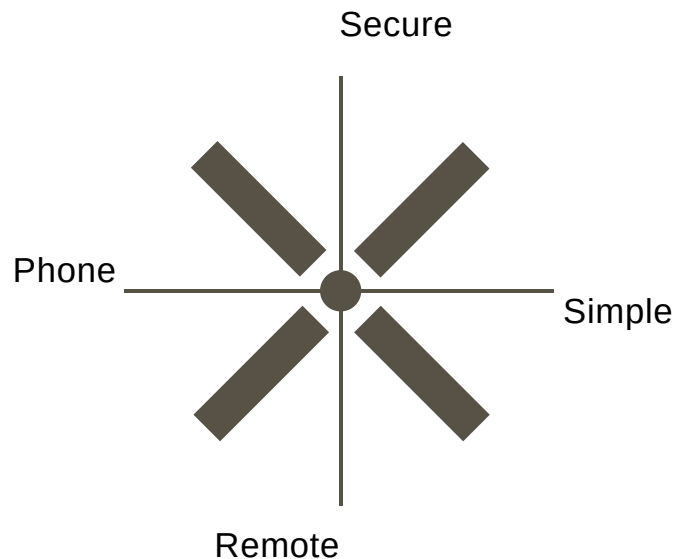
/ Use existing IVR to connect to the application

/ Login and take ACD call interactions without accessing Interaction Desktop or Interaction Connect

/ Set status to: Available. On break. Gone Home. Etc.



When agents don't have access, are on the road or working remote, you need Remote Login for Genesys PureConnect



Get Infiniti Remote Login