



THE AI CUSTOMER EXPERIENCE PLATFORM FOR THE ENTERPRISE

Loyal customers. Efficient teams. That's **CX** done right.

Orchestrate better experiences with AI that knows what your customers want — and how your business works.

[Get started](#)

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Genesys Cloud Agentic Virtual Agent has arrived

See what's possible ▯

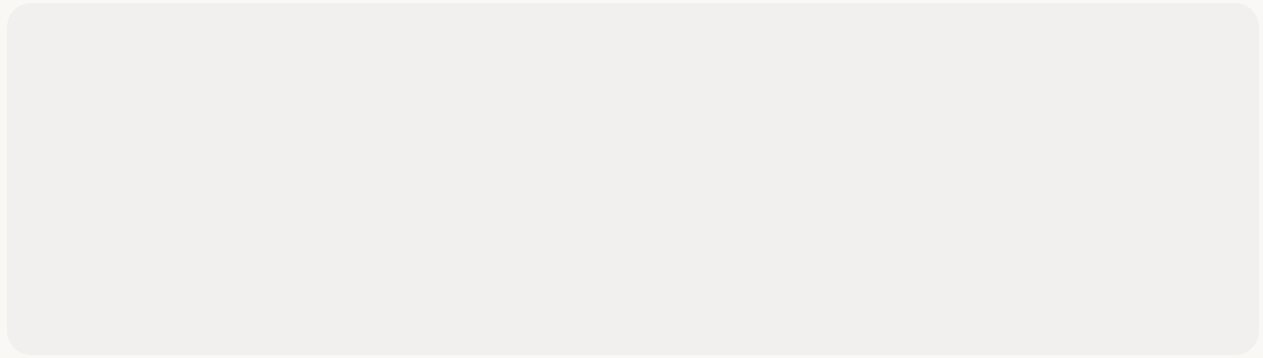
Customer loyalty is the most powerful force in business

Genesys helps the world's biggest brands earn and keep it.

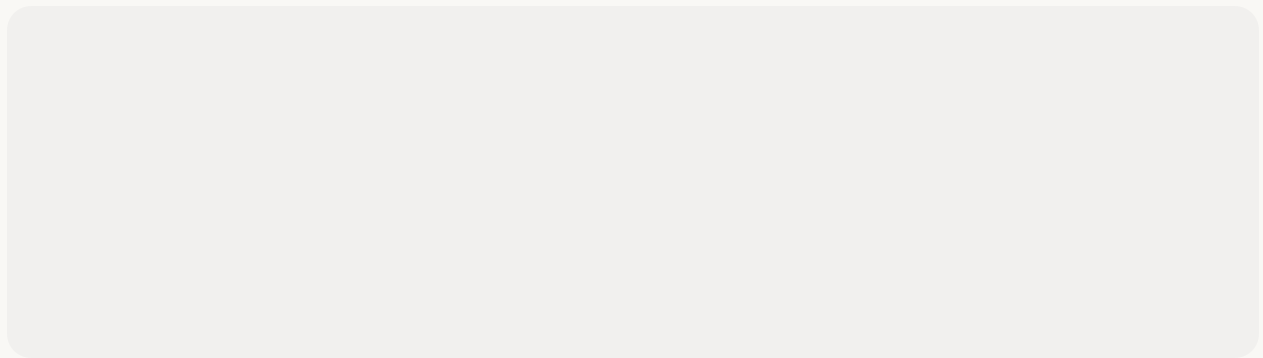


25-point CSAT increase
10% more conversations





60% of calls resolved by AI
20% lower costs



75% improvement in NPS
40% less manual effort



Genesys Cloud AI

AI for everyone who touches the customer experience

Orchestrate your human and AI workforce around what matters most. Your customers.

Deliver automation that feels human

Meet complex customer needs with AI agents that can reason, act and adapt across experiences.



Make every experience more efficient

Give your team the AI partner they need to save time, operate seamlessly and drive better outcomes.



Optimize customer journeys in real time

Track, measure and improve holistic experiences with intelligent, AI-powered insights.



Connect experiences across the enterprise

Enrich every experience with a unified platform that connects your data, tools and systems.



A trusted leader for today's customer experiences

See why

25+

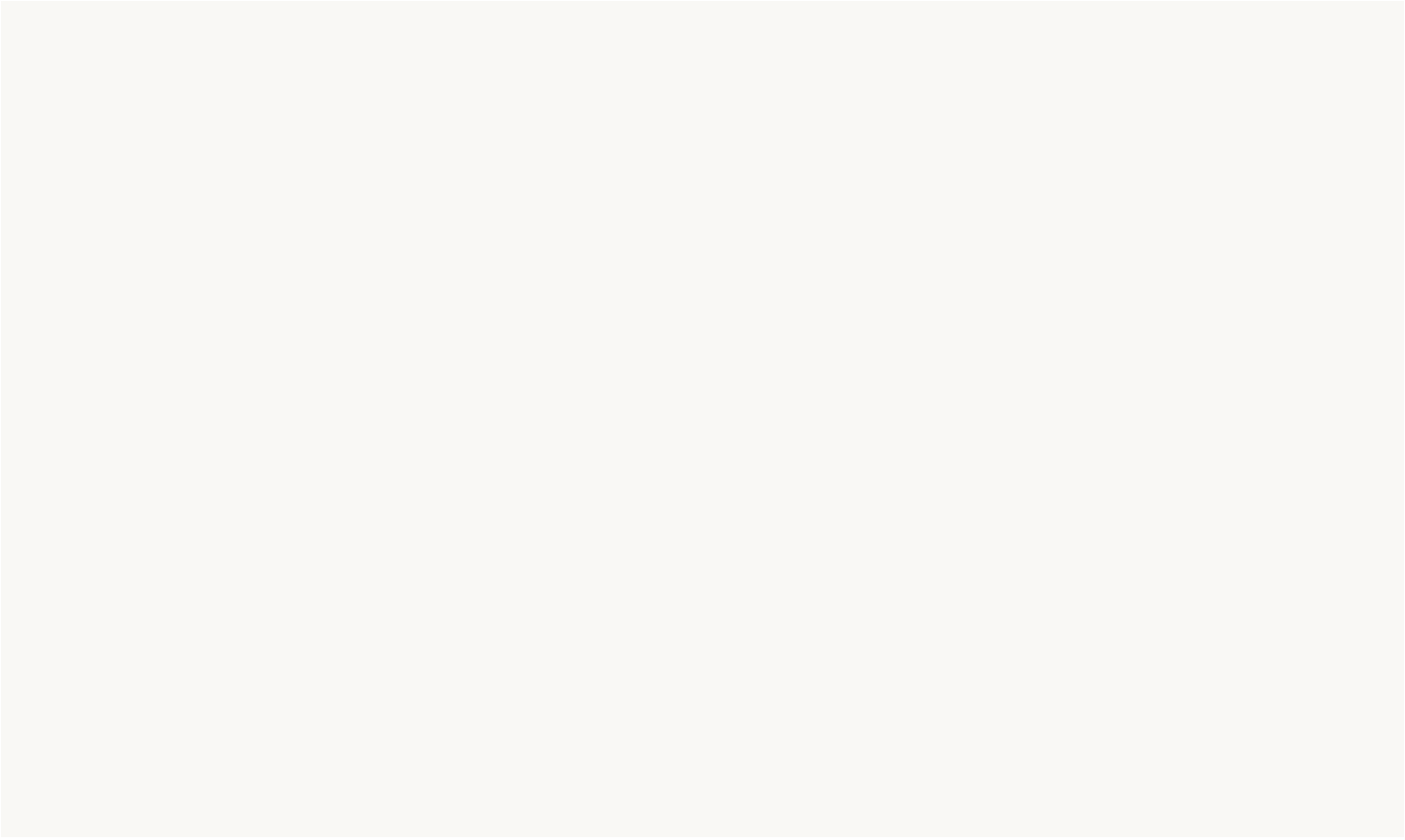
years of history

¹ As of Q3 FY 2026

Discover the new experience economy

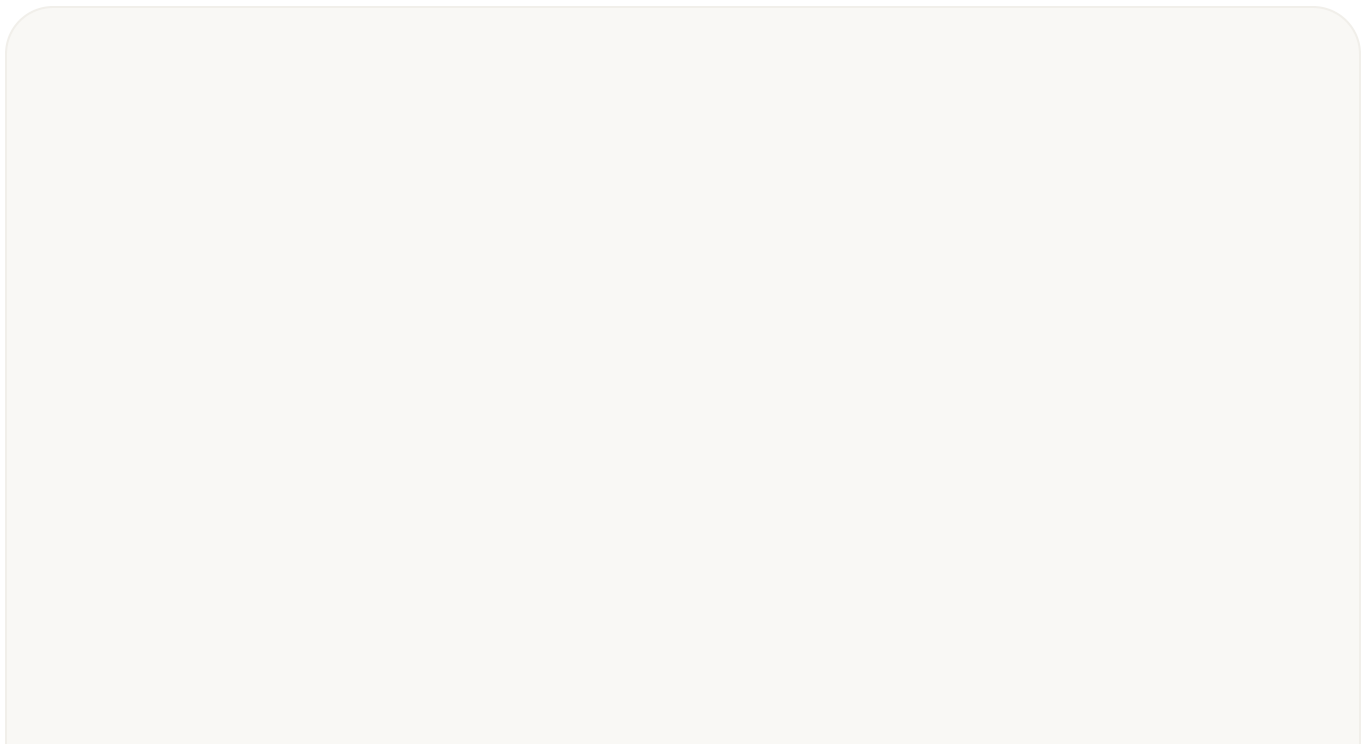
AI is rewriting how we measure customer experience. Learn the metrics that connect customer happiness to the bottom line.

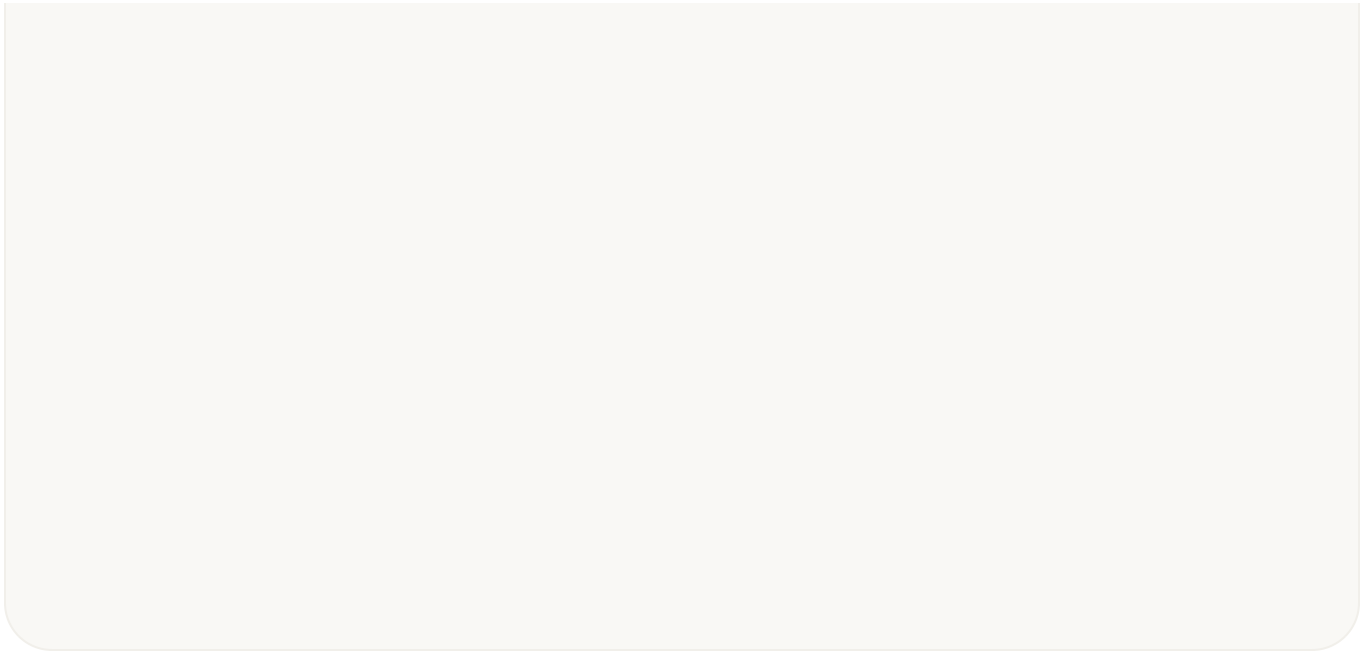
Learn more



TRENDING TOPICS


CX expertise you can count on





WEBINAR

Five trends reshaping customer experience in 2026



REPORT

The State of Customer Experience report



ANALYST REPORTS

Analysts and users agree — Genesys is a leader

Recognized as a leader by analysts and users alike, setting the standard in customer engagement solutions.

2025 Gartner® Critical Capabilities for Contact Center as a Service

Genesys was the only vendor to be ranked #1 in 3 of 5 Use Cases



IDC MarketScape: Worldwide General Purpose Conversational Artificial Intelligence Platforms 2025 Vendor Assessment

Genesys named a general purpose conversational AI Leader by IDC MarketScape



The Forrester Wave™ : Contact Center As A Service Platforms, Q2 2025 report

Genesys named a Leader by Forrester in CCaaS




See Genesys Cloud in action

Talk with an expert to see firsthand how you can achieve lasting customer loyalty and drive real efficiency today.

Get started

Talk to Genesys today

Contact us

English (US) 

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