##### **Premier Edition Product Definition**

Genesys Premier Edition is a pure cloud offering that delivers everything that small to mid-size cloud contact centers need to provide exceptional customer experiences. Genesys Premier Edition is designed to be flexible, quick to deploy, and easy-to-use. Genesys Premier Edition can also be managed from the cloud with minimal IT involvement, no capital investment, and a low annual operating cost.  It is built on the Genesys Customer Experience Platform, which has a proven track record for availability and reliability.  Genesys Premier Edition supports all virtual contact center needs.

Key Capabilities and Benefits:

1. Easy to deploy and use with minimal IT involvement
2. Scales up to 250 seats
3. Superior availability (99.99%) and reliability
4. Personalized self-service customization tools in the hosted IVR system
5. Advanced routing engine
6. Multi-channel communication (Phone, Email, and Chat)
7. Embedded Business Analytics for actionable insight
8. Dashboard for reporting and call center monitoring
9. Bundled telecommunications services
10. Intuitive UI and visual solution configuration
11. Out-of-box CRM integration (Salesforce.com, Zendesk, and NetSuite)

Limitations:

* Does not yet support an integrated social media solution
* WFM solution is in progress
* VOIP solution is in progress
* Speech analytics requires significant support from Professional Services (PS)