

The Unified Solution...

Managing your organization's communications infrastructure is becoming more and more complicated, expensive and cumbersome. It's not uncommon to have communications platforms at various sites requiring different management software and procedures. Training users to use different packages is an inefficient, time-consuming and costly procedure. The Genesis suite of client/web-based products eliminates this problem.

Unlike the others, all Genesis modules are specifically designed and written in-house by the same team to ensure consistent user interfaces and the same appearance and functionality from module to module. Plus the Genesis suite is designed to fully integrate and seamlessly share information between modules, providing a consistent user experience.



Unlike the others, Genesis offers a single unified solution rather than a scattered tree of product offerings.

AVAYA

DEVCONNECT
GOLD

**Genesis**
SYSTEMS CORPORATION

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Unified

*Management & Reporting
Bridging Multiple Platforms*



Our Products

Genesis offers comprehensive yet simple-to-use Communications Management solutions for multiple platforms. Our products are designed to look and feel the same, and automatically share information between them, to give you that unified experience. Products include:

- Call Accounting Professional
- Call Accounting Express
- GenSwitch (Moves, Adds & Changes)
- Traffic Manager
- Contact Center Manager (ACD)
- GenAlert (911 Real-time Alerts)
- Toll Fraud Alerts
- Corporate Directory

Genesis Professional Call Accounting

Our Call Accounting solution brings leading-edge technology to businesses and organizations of all shapes and sizes. Add our exceptional customer service, and it is no wonder Genesis Professional Call Accounting has been the preferred choice for more than 25 years.

Features include:

- Simultaneously usable Client & Web-based interfaces
- True Telephone Company Rating Tables
- Equipment Inventory & Employee Directory
- Traffic Management Reporting based on CDR
- Extensively Customizable Reporting
- Toll Fraud Detection and Alerting
- Remote support
- PMS Interface & Data Import/Export Options

GenSwitch

GenSwitch is our powerful switch management solution for performing Moves, Adds and Changes to your Avaya Red & Blue telephone systems. GenSwitch is simple to use, allowing casual users to perform changes, while still fully supporting the demands of more advanced users.

Features include:

- Interact with photos of the actual phones
- Click a specific phone key to change its functionality
- Schedule changes to happen outside of business hours
- View tooltips describing phone features, buttons, etc.
- Perform bulk changes

Genesis Traffic Manager

Our Traffic Manager solution takes the guesswork out of your PBX Traffic decisions. It captures, consolidates and organizes traffic into concise management reports, with all the information you need to make those critical decisions.

Features include:

- Reports IP traffic statistics, jitter, latency, codecs, etc.
- Reports Trunks, Networks, Processor, Features, Vmail, etc.
- Measures current & projects future system performance
- Identifies trunk overflows, all-trunks-busy instances, average call wait time, number of calls per operator, etc.

Genesis Contact Center Manager

Our Contact Center Manager solution reduces costs by providing you with the critical information you need to effectively manage your Contact Center's resources.

Features include:

- Evaluate performance of your individual Call Takers, Queues and Trunk Routes
- Analyze call handling & routing
- Optimize staffing and improve customer satisfaction
- Identify trends and areas requiring attention

Why Genesis?

Genesis Systems is a software development company established in the early 1980s that specializes in telecommunications-related software products. With thousands of systems in use worldwide our clients include:

- Large Enterprises & Small Businesses
- Schools, Universities and College Campuses
- Professional Services (Accountants, Lawyers)
- Hospitals, Medical & Dental clinics
- Law Enforcement & Prevention Agencies
- Government Agencies
- Hotels & Motels

Genesis is renowned for providing outstanding customer service, product flexibility, ease of use, and reliability. Combined with our expert Technical Support services and constant product development, it is no wonder Genesis is an industry leader.

*All products are now available for **Avaya Red** & **Avaya Blue***