

A comprehensive BYO-Carrier solution for the Genesys platform

Win CX with global connections, smooth migrations, and simplified integrations.

Deliver more ROI while keeping your agents focused on what matters—winning with CX. Wherever you are in your journey to the cloud, Duet for GenesysSM can help you create effortless customer and employee experiences.



Moving from on-prem to Genesys Cloud

Migration expertise is built into our Duet for Genesys solution, making a smooth move possible for your enterprise contact center.



Using another cloud platform but looking at Genesys

Take control of your numbers & telecom spend by consolidating with the same cloud-native carrier that powers Genesys.



Interest in direct-to-carrier cost savings & support

Consolidate your SIP with Bandwidth and save, all while gaining the flexibility & support to BYOC into other leading platforms.

How our Duet works:

Duet for Genesys lets you decouple the telecom from your Genesys Cloud CX platform by coming direct to Bandwidth, giving you maximum flexibility, resiliency, and support for your enterprise contact center.



CONNECT TO BANDWIDTH

Our global cloud-native carrier network builds a bridge between your existing infrastructure and the Genesys Cloud CX platform.



CHOOSE GENESYS CLOUD CX

Connect with Genesys and configure your enterprise CCaaS deployment using their all-in-one cloud contact center solution.



PLAN YOUR MIGRATION

Orchestrate your migration based on the needs of your organization, with the ease of software-powered porting & tools.



INTEGRATE YOUR COMM STACK

Leverage software agility and platform openness to integrate critical CPaaS capabilities at the carrier level.



CONVERT YOUR CONTACT CENTER

Separate the porting process from your actual migration for a seamless and successful move to the cloud.

Experience the difference with Duet for Genesys Cloud CX



CLOUD MIGRATION EXPERTISE

Migrate with an experienced partner that can help you set the right tone, giving you parallel SIP trunks to connect your existing on-prem equipment, then port on your own schedule via software tooling, and finally migrate to Genesys Cloud CX once you're ready.



5X TOLL-FREE CARRIER REDUNDANCY

Gain peace of mind with our multi-carrier toll-free solution that leverages our own network alongside 5 other Tier-1 networks for maximum resiliency.



GLOBAL VOICE IN 60+ COUNTRIES

Connect your enterprise contact center locally in 60+ countries using our global network and consolidate your PSTN connectivity with a single global provider.



DIRECT-TO-CARRIER COST SAVINGS

Control your costs by coming directly to the carrier behind Genesys, and see transparent billing details while only paying for what you actually use.



SOLVE INTEGRATION CHALLENGES WITH CPAAS

Control your integrations to authentication applications like Pindrop by streaming media and call information securely to 3rd party applications at Bandwidth's CPaaS layer.



TOP-RATED ENTERPRISE SUPPORT

Proceed with confidence from experienced support teams that deliver consistent 9.8/10 customer satisfaction ratings from our 24/7 Network Operations Center (NOC) & Technical Assistance Center (TAC).



Duet for Genesys Cloud CX integrates your Genesys platform with our direct-to-carrier global networks to deliver maximum ROI for your enterprise cloud contact center.

Request your proof of concept by visiting bandwidth.com/talk-to-an-expert

duet for  GENESYS™

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