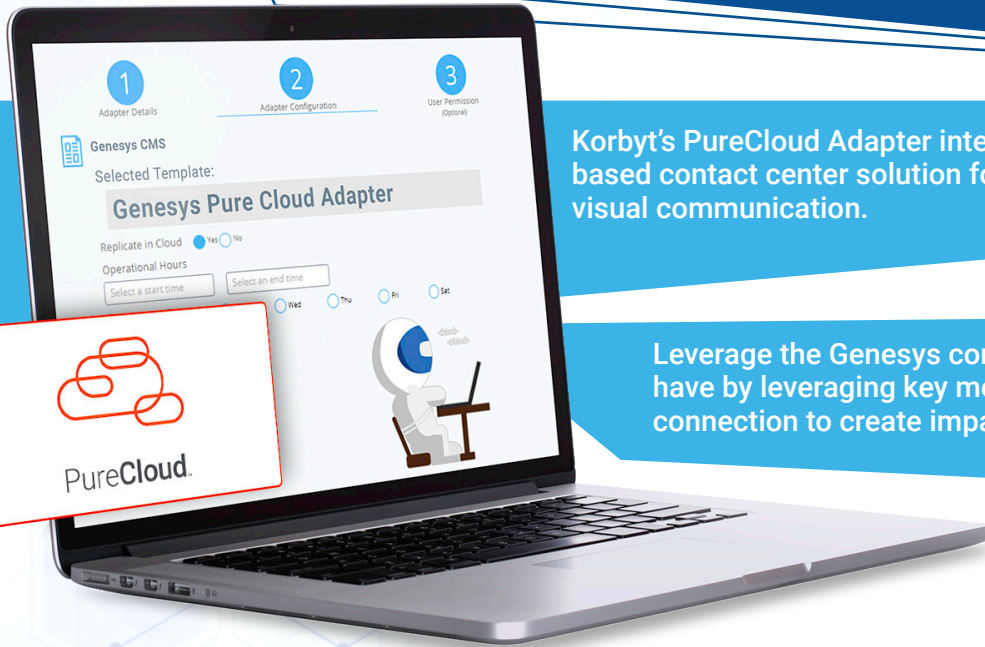


KORBYT[®] ADAPTER SHEET

FEATURING GENESYS PURECLOUD



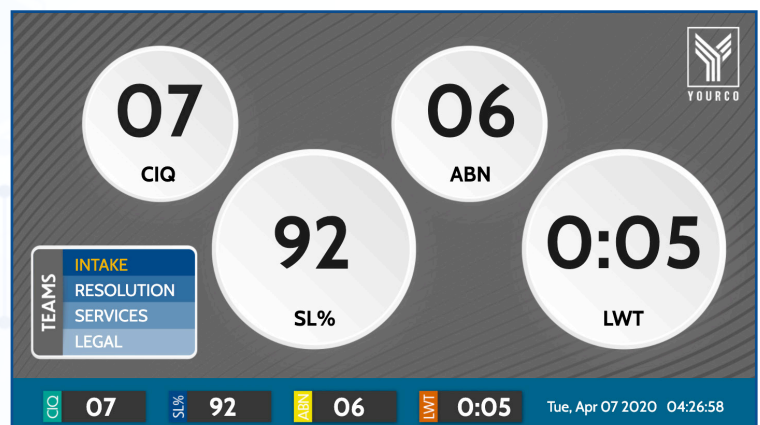
Korbyt's PureCloud Adapter interfaces with Genesys' cloud based contact center solution for real-time, results-driven visual communication.

Leverage the Genesys contact center data you already have by leveraging key metrics through a secured connection to create impactful dashboards and KPIs.

WHAT?

The PureCloud Adapter can be used to display key performance indicators and data visualization across all channels of the Korbyt platform including Korbyt Signage, KorbytGO and Korbyt InView.

From TV displays, desktops or mobile phones, the PureCloud Adapter delivers the relevant data needed in a digestible manner for maximized performance.

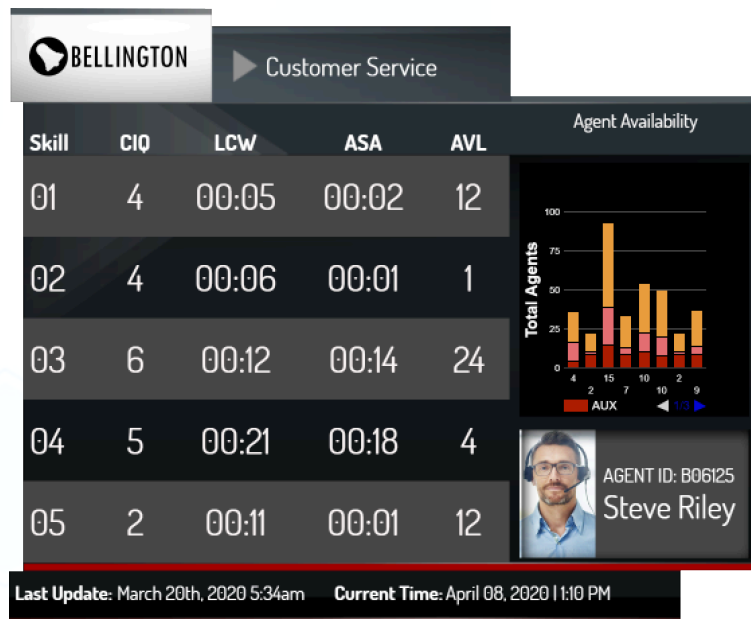


Wall display with real-time contact center data driven by the PureCloud Adapter

FEATURING GENESYS PURECLOUD

WHY?

- ▶ Improve client satisfaction with engaged and educated agents
- ▶ Streamline employee action and response with aggregated visual performance metrics
- ▶ Empower employee workflow adjustment with instant alter notifications
- ▶ Gamify with visual performance incentives, events and contests to promote healthy employee competition



Korbyt Inview with real-time contact center data driven by the PureCloud Adapter

TECHNICAL REQUIREMENTS

- ▶ Client to obtain the "Client Secret Token" from Genesys
- ▶ Client to obtain the "Client ID" from Genesys
- ▶ Refresh rate
 - Default set to 30s, with faster refresh rate available with purchase of dedicated real-time data server
- ▶ Data collection method
 - Web service integration utilizing Amazon Connect (AWS)