



GIVE YOUR STUDENTS SUPERHUMAN SERVICE

How Genesys optimises all stages of the student journey

1. Discover

Better engage enquiring students and parents



Genesys Predictive Engagement (PE) extends a welcome to website visitors and offers a timely webchat, converting prospective students into students.

2. Evaluate

Grow Open Day attendances



Combining PE-captured data with Genesys Cloud Dialer multiplies marketing reach, making outbound contacts more successful and getting social media sites buzzing.

3. Apply

Efficiently manage student applications and clearing



Genesys Cloud makes it easier to onboard extra staff and roll back after clearing, while also reducing admin and automatically serving them with the latest notes and records.

4. Enrol

Connect and integrate campus life



Genesys IVR Self-Service and AI-powered bots smooth out call and webchat spikes, triaging and resolving FAQs while releasing expert staff to handle more complex inquiries.

5. Enjoy

Reduce student churn



A single omnichannel platform drives better experience with on-the-fly messaging all within a single view – informing students of new offers, changes to timetables, health and safety guidance, and social and sporting events.

6. Graduate

Eliminate unnecessary student stress



Genesys Cloud streamlines and expedites communication of exam results through the student's preferred channel of choice.

7. Advocate

Build a network of ambassadors



Genesys Cloud makes it easier to keep in touch with alumni – via phone, email, text or social.

DISCOVER NEW WAYS TO DELIVER
EXTRAORDINARY STUDENT EXPERIENCE.