

Genesys Completes Acquisitions of Angel.com and Utopy

Daly City, Calif. – March 18, 2013 – Genesys, a leading provider of customer service and contact center solutions, today announced it has closed its transaction with MicroStrategy® Incorporated, a leading worldwide provider of business intelligence (BI) and mobile software, to acquire its subsidiary Angel.com Incorporated. In related news, Genesys also recently closed its transaction to acquire Utopy, a leading provider of workforce optimization solutions, including industry-leading speech and text analytics and innovative voice of the customer applications

Angel is a leading provider of cloud-based self-service contact center solutions. With the Angel platform organizations can quickly deploy self-service interactive voice response (IVR), SMS, chat, and mobile applications to support their customers' self-service needs. Angel brings this leadership to the Genesys self-service portfolio for both enterprise and mid-market customers.

The acquisition of Utopy accelerates Genesys' delivery of a complete workforce optimization (WFO) solution and strengthens the company's integrated suite of contact center applications. With the addition of Utopy, Genesys now provides industry-leading customer interaction analytics to analyze all interactions for key terms, critical business topics and customer sentiment combined with the ability to take immediate action by routing the customer to the optimal agent, back office worker or manager for resolution.

"We are pleased to officially welcome the Angel and Utopy teams into Genesys," said Paul Segre, President and CEO at Genesys. "The integrations of our businesses are well underway and our customers can immediately benefit from the exciting new solutions that Angel and Utopy bring into our portfolio."

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