



## Genesys Completes Acquisition of Echopass

*Genesys Extends Market Leadership in Cloud-Based Contact Centers*

**DALY CITY, CA., November 14, 2013** — Genesys ([www.genesyslab.com](http://www.genesyslab.com)), a leading provider of customer engagement and contact center solutions, today announced that it has completed the acquisition of Echopass Corporation ([www.echopass.com](http://www.echopass.com)). With the acquisition Genesys extends its market leadership position in cloud-based contact center solutions. Echopass was recently recognized as the hosted contact center market leader with nearly twenty per-cent of the hosted automatic call distribution market and presented with the [2013 North American Market Share Leadership Award](#) by Frost & Sullivan.

The Echopass platform, which has incorporated Genesys software since 2000, brings unprecedented scale to the Genesys cloud offering for large enterprises that require flexible deployment scenarios, including a cloud-only or a hybrid-cloud model. Echopass also brings a wealth of experience and technologies to the Genesys cloud offerings, including support for voice, chat, email, fax, SMS, and mobile; agent performance optimization; and extensive knowledge about customer experience best practices.

“With the formal close of this acquisition, Genesys now has the industry’s most complete portfolio of cloud-based contact center offerings that meet the needs of organizations of all sizes from small departmental applications to global, multi-site contact center operations,” said Paul Segre, President and Chief Executive Officer of Genesys.

**Read The Original Press Release:** [Genesys Press Release Announcing Acquisition of Echopass](#)

### **About Genesys**

Genesys ([www.genesyslab.com](http://www.genesyslab.com)) is a leading provider of customer engagement and contact center solutions. With more than 3,500 customers in 80 countries, Genesys orchestrates more than 100 million customer interactions every day across the contact center and back office, helping companies deliver fast and optimal levels of customer service with a highly personalized cross-channel customer experience. Genesys also prioritizes the flow of work to back office personnel resulting from any customer interaction, internal workflow or business application, optimizing the performance and satisfaction of customer-facing employees across the enterprise. In 2012, the ownership of Genesys was transferred to a company controlled by the Permira Funds ([www.permira.com](http://www.permira.com)) with participation from Technology Crossover Ventures ([www.tcv.com](http://www.tcv.com)).

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