Genesys Engage Migration for Echopass Guide

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Welcome Enterprise Legacy Cloud (Echopass) users to the Genesys Engage cloud Migration Guide. In this guide we will map your use cases to the components you will be using in Genesys Engage cloud.

The purpose of this guide is to provide Genesys Engage cloud documentation resources that assist Enterprise Legacy Cloud (ELC) users who are migrating to a Genesys Engage cloud environment. Each chapter focuses on a feature or application in Genesys Engage cloud. The chapter section titles represent tasks you performed in ELC, and the section text provides a description of a comparable task in Genesys Engage cloud as well as links to detailed Genesys Engage cloud documentation.

The following table provides a list of ESM (also known as Cloud Administrator) applications, corresponding Genesys Engage cloud applications, and a brief description of the tasks you can perform using the Genesys Engage cloud application. The table also contains a **Roles** column that indicates the role level required for a specific application. The roles referenced in the table are as follows:

- Agent: A person who processes and handles customer interactions and requests.
- Supervisor: A person who manages a group of team leaders and/or agents and also assists with processing customer interactions and requests.
- Administrator: A person who manages the contact center from an operations standpoint (provisioning, monitoring, etc.).

Roles	ESM (Cloud Administrator) application	Genesys Engage cloud application	Tasks
Administrator	EchoAdmin	Agent Setup	Create and manage agent accounts. • Manage agent groups • Manage agent skills • Manage user passwords • Assign agent, administrator, and supervisor rights • Bulk upload of agent groups • Configure Auto Answer and Not Ready Reason preferences • Configure personal and corporate speed dials • Manage dispositions • Manage digital channels such as chat or email
Administrator	EchoRouting	Designer	Develop Self Service and Assisted Service applications. • Build Interactive Voice Response (IVR) applications

Roles	ESM (Cloud Administrator) application	Genesys Engage cloud application	Tasks
			• Store data to be used by Designer applications • Manage routing options • Manage callback parameters • Create surveys • Manage IVR messages • Manage DNIS mapping • Configure group and individual voicemail
Supervisor, Agent	EchoContact	Agent Desktop	Use various channels to interact with customers and co-workers. • Receive inbound voice and non-voice interactions • Place outbound voice calls • View recent interactions • Perform call handling functions • Participate in multimedia interactions • Handle simultaneous chat sessions • Manage speed dial functions
Administrator	EchoCallback	Callback	Callback allows customers to provide the system with a phone number to be used for immediate callback, scheduled callback, or both. • Offer Scheduled callback, Immediate callback or both • Offer Callback based on estimated wait time • Detect answering machine • Provide option to remain in queue
Administrator, Agent, Supervisor	EchoReports, EchoPulse, EchoInsite	Reporting	Genesys Engage cloud offers both real-time and historical reporting. • Real-time reporting • Historical reporting • Out-of-box historical reports
Administrator	Outbound	Outbound	Genesys Outbound enables clients to administer and manage their outbound campaigns.

Roles	ESM (Cloud Administrator) application	Genesys Engage cloud application	Tasks
			• Busy, disconnect, no answer, and answering machine screening • Answering machine beep tone detection • Dialing modes • List and campaign management • Create campaign sequences
Administrator, Supervisor	Genesys Workforce Management	Work Force Optimization and Workforce Management	Analyze and manage agent performance and customer interactions. • Call and screen recording • Quality monitoring • Manage agents
Administrator	Third party integrations	Custom Integrations	Custom back-end integrations and SFDC integrations.