



Want to deliver a supremely better customer experience? We've got you covered.

Black Box[®] delivers cutting-edge technology solutions and world-class consulting services to businesses on every continent. As experts in call-center technology, we can help you modernize your customers' experience—across marketing, sales, and service—on any channel.

Genesys was named a leader in the 2021 Gartner[®] Magic Quadrant[™] for the CCaaS for a second straight year and placed highest for ability to execute.

With Genesys and Black Box you get an all-in-one, composable public cloud, contact-center platform designed for rapid innovation, scalability, and flexibility.

Black Box Genesys CX Solution Features:

- Best-in-class CX technology that delivers state-of-the-art customer experiences
- A robust suite of consulting services backed by advanced data and application integration tools
- An AI-powered contact center that helps you find, win, and keep customers
- Predictive engagement functionality that boosts digital sales by up to 400%
- Build and scale almost any custom integration and applications as volume grows

Offer a Modern Customer Experience with Genesys CX Powered by Black Box

For more than 45 years, Black Box has been cutting through customers' complex communications environments to determine the best solutions to deliver business success. Our certified technicians are experts in UCC, UCaaS, CCaaS, cloud migration planning and strategies, workforce management, and workforce engagement applications.

Let us help you tap into the limitless power of the Genesys public cloud contact center featuring cutting-edge technology. We bring the cloud-driven contact center to you, so you can delight your customers, inspire your team, and offer personalization on every channel.

Trust Black Box

At Black Box, we are known and trusted for our customer-centric approach, commitment to customer success, and continuous innovation as we help customers accelerate their business with groundbreaking technology. We bring people, ideas, and technology together to solve real-world business problems with IT infrastructure solutions, services, and products that enable secure, flawless connectivity and meaningful collaboration.

We are where you are—whether you're across town or on the other side of the globe. Our presence across six continents and over 150 countries means we can provide seamless solutions and services to ensure business continuity. At Black Box our philosophy is to "think global, act local."

Let's discuss today!

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