Cognizant Earns Platinum Partner Status with Genesys, Helping Clients Improve Customer Experience

Cognizant has been named a Platinum Partner in the Ascend Partner Program for Genesys, a global cloud leader in customer experience orchestration. Cognizant's upgrade from Gold to Platinum, the highest tier of partnership, is due to its proven capabilities implementing Genesys' cloud computing solutions, Genesys Cloud CX™ and Genesys Multicloud CX™, as well as delivering improved digital customer experiences for clients.

Cognizant has been working with Genesys for over a decade and has transformed contact centers and customer agent experiences for more than 75 clients including Papa John's and Siemens Healthineers. Genesys and Cognizant will continue to partner to lead transformation in the customer service landscape for clients across the financial, health sciences, retail, and communications industries to help them accelerate digital adoption and improve customer satisfaction rates. Being a platinum partner will lead to increased visibility and expand Cognizant's go-to-market opportunities across regions.

"Today, many interactions businesses have with their customers are done digitally and delivering exceptional unique customer experiences require expertise and the right cloud and AI solutions," said Robert Vatter, Executive Vice President, and Head of Cognizant Enterprise Platform Services Group. "We are pleased to earn this Platinum Status distinction from Genesys, which demonstrates to our clients our ability to customize, scale and improve digital customer experience solutions.

For more information on Cognizant's customer service transformation offerings, visit here.

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