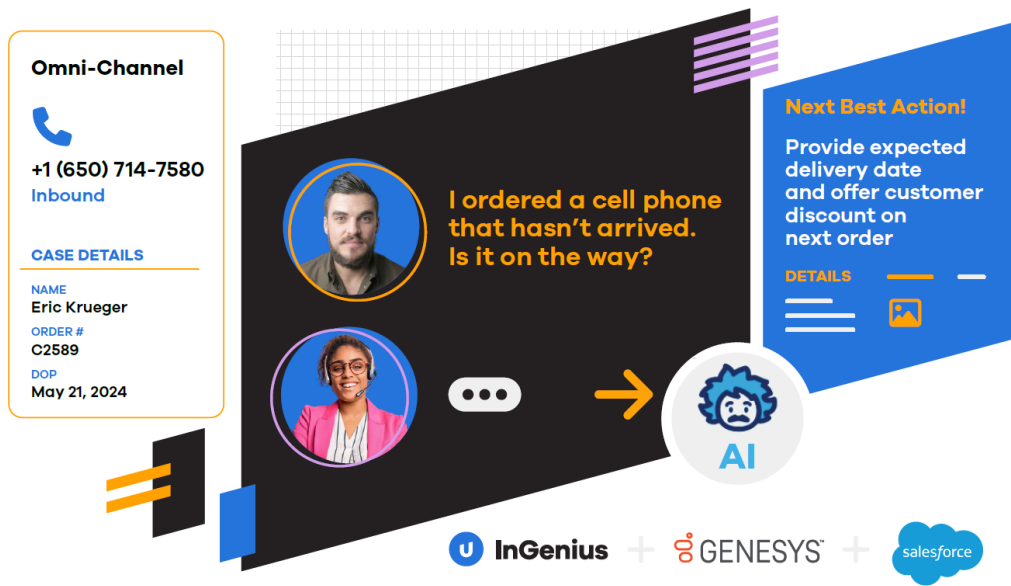


InGenius and Upland Transcription Service

empowers you to tap into Einstein AI

Seamlessly integrate your **Genesys Engage** phone system with **Salesforce Service Cloud Voice** to unlock the full potential of **Einstein AI**.



How it works

Voice Capture and Transcription

During a call, Upland Transcription Service captures the voice data from the Genesys Engage telephony system and converts it to real-time text.

Integrations with Salesforce AI

InGenius integrates that transcribed text into Salesforce and Einstein AI can:

- | Extract key phrases
- | Provide Next Best Action recommendations
- | Suggest relevant knowledge base articles

Automation and Summarization

After the call, Einstein AI can:

- | Generate call summaries
- | Classify cases



No cloud, no worries with InGenius + Upland Transcription Service

Be the first to access the only connection between **Genesys Engage** & **Salesforce Einstein!**

Unleash the power of your AI investment to ignite new levels of productivity & customer delight with InGenius. We're experts at connecting Service Cloud Voice to your existing telephony.

[Book a Meeting](#)

InGenius + Upland Transcription Service

– a better way to empower your agents and innovate your business

Maximize agent efficiencies

- Eliminate the time and effort spent on manual note-taking with real-time transcription
- Deliver the knowledge agents need for faster decision-making and case processing

Unlock advanced AI capabilities

- Enhance customer interactions with AI-driven insights
- Automate call summaries and case classifications

Build a competitive advantage for your business

- Combine on-premise reliability and security with cloud scalability
- No need to rip and replace systems and smoothly transition to AI
- Leverage best-of-breed solutions for competitive advantage and innovation