

MEDIA ALERT

EPOS Full Product Portfolio Now Available on Genesys AppFoundry

The premium audio brand, EPOS – part of the Demant Group – today announced that it will be strengthening its partnership with Genesys, the global leader in cloud customer experience and contact centre solutions, as the audio brand launches on the Genesys® AppFoundry with a full product portfolio interoperable with Genesys Cloud®, Genesys Engage™ and PureConnect™.

Copenhagen – November 4, 2020 – EPOS today announced that it will be launching its entire product portfolio interoperable with all Genesys platforms on the [Genesys® AppFoundry](#), the industry's largest dedicated marketplace focused on customer experience solutions. The AppFoundry allows Genesys customers from all market segments to discover and rapidly deploy a range of solutions that make it easier to interact with consumers, engage employees and optimize their workforce.

The EPOS Connect integration will provide seamless remote call control functionality across the entire range of EPOS product lines. Via a server-side plugin that connects with the client application EPOS Connect on the user's PC, the solution increases customer service representatives' productivity, flexibility and ability to multitask.

With this integration, EPOS offers a full product portfolio of headsets and speakerphones being interoperable with the entire suite of Genesys platforms thus offering high-quality audio solutions to all Genesys users.

"We are thrilled to have our leading audio solutions available for the entire Genesys product range," says Theis Moerk, Vice President of Product Management, Enterprise Solutions, at EPOS. "To launch on the Genesys AppFoundry is an important step for us to truly provide call center professionals with the tools they need to ensure excellent customer service and experience."

Juergen Tolksdorf, Sr. Director, ISV and Technology Alliances at Genesys adds: "It is very exciting that EPOS solutions are now available on the AppFoundry offering full interoperability with all Genesys platforms. It is clearer than ever before that high-quality endpoints – collaboration tools like headsets and speakerphones – that match Genesys deployments are essential in enabling agents to deliver personalised and empathetic customer experiences."

Learn more about the specific features and benefits of EPOS at AppFoundry [here](#).

Learn more about EPOS and Genesys [here](#)

About EPOS

EPOS is an audio and video solution company developing and selling devices for business professionals and the gaming community. Based on leading and advanced technologies, the Danish founded company delivers high-end audio and video solutions with design, technology and performance as paramount parameters.

The establishment of EPOS is based on the decision to let the business segments of the joint venture – known as Sennheiser Communications – between Sennheiser Electronic GmbH & Co. KG and Demant A/S evolve in different set-ups. Alongside the introduction of a new own-branded portfolio, EPOS continues to sell the current Sennheiser Communications portfolio co-branded as EPOS | SENNHEISER.

EPOS is part of the Demant Group – a world-leading audio and hearing technology group. As such, it builds on more than 115 years of experience of working with innovation and sound. With headquarters in Copenhagen, Denmark, EPOS operates in a global market with offices and partners in more than 30 countries.

Find more information at www.eposaudio.com

Global PR Manager, Enterprise, EPOS
Yasmin Gouhari
T +45 7242 0905
yagu@eposaudio.com