



unlock the potential of compliance excellence and build lasting trust with our innovative solutions

Our Approach

Genius was established in 2009 after our own experience of running contact centres in the debt and outsourcing industries for many years. During this time, we worked with various software vendors, often with much frustration and costs that always exceeded expectations.

We wanted to turn all that upside down and cause a little bit of disruption in the market. So much so that we were in 'The 2015 Everline Future 50' as one of the most disruptive businesses.

What We Offer

Compli:

Our cloud-based omnichannel customer interaction platform with a single web-interface and a built-in softphone allows for comprehensive management, configuration and real time reporting for unlimited users.

Adept:

Our collections, payments and asset-recovery platform for office & field based operations with multiple PCI-compliant payment options.

Why Choose Us

Once you join the genius family, we work with you throughout our relationship to ensure we are providing the best support possible, with reliability and system availability as standard.

We value a partnership approach with our clients, understanding that their growth is essential to our own. By helping our clients expand, we strengthen our product offerings and achieve shared success.

Get In Touch



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Compliance Centric

Compliance is at the heart of what we do, and our software has the superior functionality to support this.



What Makes Us Different?

We've been in your shoes:

Our core team of "geniuses" worked together at previous businesses, specialising in debt and business process outsourcing.



All-Inclusive

No set-up or 'professional services' fees; all charges are covered with our 'all-inclusive' agent fee.



Flexible Commercial

No contractual duration or minimum agent commitments; flex up, or down, on a monthly basis as your business evolves with Genius.



Our Commpli solution offers blended automation in how you interact with your customers both for inbound and outbound communications.

Our agent scripting tool is easily customisable to direct the call flow/decision process throughout the interaction.

Payments can be taken in call with our PCI compliant tone masking software, and API's are available to embed all of our functionality into your own CRM.



[VIEW ONLINE](#)

Simplify customer interactions with Commpli! Our solution offers a unified web-interface where agents manage phone calls, email, web-chat, SMS, and payments. Customise session limits and dynamically route communications for streamlined efficiency.



FUNCTIONALITY



scripting

Easily customisable agent scripting tool to support your customer journeys across all channels.



soft-phone

Soft-phone integrated; no need for 3rd party software.



api's

API's are available to embed all of our functionality into your own CRM.



omnichannel

Inbound and outbound email, SMS, voice and webchat within a single platform.



interactions

Multiple concurrent customer interactions per-agent for maximum productivity within one single browser tab.



CONFIGURATION

data management

Import configuration, importing data, file penetration, call-back and DNC manager.

campaign management

Prioritise data, compliance strategies and outcomes.

automation

Inbound flows, templates and robot automation configuration.

user admin

Agent, team and administrator access; with multi-session handling for omnichannel interactions.

performance management

Wallboards, KPI's, campaign trends, record history, agent availability, report centre, exports & integration options.

quality management

Listening & coaching, interaction & screen recording, quality assurance and live agent/team messaging.



PAYMENTS



agent payments

Agent guided DTMF (masked) payments, where the customer stays on the line and the agent talks them through the secure payment process – these can be one off card payments or continuous-authority regular payment plans.



online

SafePay link to pay can be embedded within your communication providing your customer a unique link to pay securely online.



ivr

Self-serve IVR (Interactive Voice Response) payment lines covering full ID&V and payment authorisation.