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## Introduction

Welcome to the wonderful world of Gig Customer Service – also known as Gig CX! This blueprint is a great opportunity for you to learn about Genesys Cloud email flows, data actions, agent scripts, and canned responses. And if you put all those things together in the right order, you get Genesys Cloud Gig CX.

But that is only half the solution – you also need a Gig CX partner. In this blueprint we will be partnering with Limitless. You can learn more about them at: <https://www.limitlesstech.com/>

To set the stage, let's watch a video of Gig CX in action. Here's the link: <https://vimeo.com/494195499/ec5c644dcd> Go ahead, watch the video. It's less than five minutes. I'll wait.

Good. Welcome back. So, to review, Gig CX brings brand experts into the contact center conversation, but under the guidance of the contact center rules and decisions. And yes, this will be on the test. So write that down.

The video highlighted six main elements:

- 1) The enterprise and its “Engage an Expert” webform
- 2) A customer who wants to ask a question
- 3) The Genesys Cloud email endpoint and associated email flow
- 4) A Limitless Expert using the SmartCrowd™ application
- 5) A Genesys Cloud agent who was brought into the conversation
- 6) And reporting through Genesys Cloud flow outcomes

This blueprint is going to take you through installing and configuring your Genesys Cloud organization to recreate this use case under the email channel. There are other blueprints that cover other channels like chat, SMS, and more. We decided not to cover FAX because that is no longer considered hip.

## The Limitless Partnership

Well, this is certainly the first step. Without Limitless there would be