CONTACT CENTER CONSULTANT

Koustav Ghosh

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Professional Summary

A result-oriented professional with over 10 years of experience in application development, service delivery, and client relationship management in the Contact Center and Enterprise voice & media domain. Proficient in Genesys Cloud APIs, Genesys Cloud Architect, Genesys Cloud WFM & QM, and other related technologies. Certified Genesys Cloud CX Specialist with a proven track record of leading teams and delivering successful projects.

Certifications

- Genesys Cloud Certified Professional

- Genesys Cloud CX Architect

- Genesys Cloud Outbound

- Genesys Cloud Scripting

- Genesys Cloud Workforce Management

- Genesys Cloud Quality Management

- ITIL V3 2011 Foundation Certified

Technical Skills

Applications and Technologies:

- Genesys Cloud API

- Genesys Cloud WFM

- Genesys Cloud Scripting

- Genesys Cloud Architect

- Genesys Cloud Quality Management

- GA, GAX, OPM, Pulse and CCPulse

- SQL Database Management

- IIS, SIP, Call Routing (URS, ORS, IRD)

- VoIP, AudioCodes, JSON

- Genesys Workforce Management

- Genesys Infomart

Other Technologies:

- Avaya Communication Manager

- Batch Scripting and Power Shell ISE

- Docker Concepts

- Windows Server (2003, 2008)

- Linux (Ubuntu)

- AWS (Amazon Connect, EC2, S3, EBS, VPC)

- SQL Server (2012, 2016)

- Networking

Professional Experience

ConvergeOne (C1)

Lead Engineer (April 2024 – Present)

- Working as a Genesys Cloud Diagnostic Engineer for 40 + clients based out of North American region.
- Implementing complex call flows in Genesys Cloud environment.
- Troubleshooting issues in Genesys Cloud architect inbound call flows, secure call flows, etc.
- Created Polycom phones registration and troubleshooting issues from DHCP server and ZTP functionality.
- Troubleshoot issue with Genesys Cloud Reporting including Queue Activity, Queue Performance, Agent status, Agent Performance Views.
- Integrating Salesforce CRM with Genesys Cloud and using data actions.
- Integrating Genesys Cloud with voice bots like Google Dialogflow CX, Azure bot flow, Omilia (OCP)
- Deployed Genesys Cloud BYOC and troubleshoot issues related to Edges and Sites.
- Deployed external trunks and troubleshoot issues with Audiocodes SBCs
- Developing and troubleshooting using Genesys Cloud APIs.
- Creating policies with evaluations for Genesys QM.
- Developing Genesys Cloud data actions using Java Script for integrating with 3rd party CRMs.

Cirruslabs (ATBZ Services Pvt Ltd)

Senior Integration Developer (August 2023 – April 2024)

- Working as a Genesys Developer for an elite health insurance provider in US.

- Worked on several user stories and tasks for a customised reporting solution from Genesys Cloud.
- Created mapping of AGT views from CSF table.
- Created requirement document by identifying appropriate logic for several Columns in the CSF table and identifying the values for the columns from Genesys Cloud APIs.
- Worked on Conversation APIs and mapping of Outbound metrics like nOutboundAttempted, nOutboundConnected, nOutboundAbandoned from an outbound conversation.
- Worked on mapping of Consult and Conference scenario calls and several consult metrics like Consult count, Consult Initiated Time, etc into customised reports.
- Worked on mapping of Quality Management APIs for survey calls like evaluations, forms, question groups, questions, etc into customised reports.
- Mapping of Virtual Queue transfer scenarios into custom call centre reports.

Conn3ct Managed Services (UK) Ltd

Senior Technical Consultant (November 2020 – August 2023)

- L2 / L3 support for Genesys E-services (email, chat).
- Troubleshooting callflow issues.
- Creating templates, screening rule for mailboxes in GAX.
- Changing or creating new call routing via OPM Parameter Groups.
- Troubleshooting email routing issues using ORS and interaction logs.
- Creating filters for auto-routing of mails to Workbins from respective mailboxes.
- Troubleshooting data discrepancies in Real time reports (using Pulse).
- Troubleshooting data discrepancies in Historical reports. (using GI2).
- Providing technical solutions for Genesys WDE.
- Providing seamless integration between Genesys and CRMs like Siebel and Salesforce.

Key Highlights:

- Genesys Cloud architect call flow and email flow designing for different contact center LOBs.
- Integrating Salesforce CRM with Genesys Cloud for creating new case IDs for every new inbound interaction.
- Applying GET API to fetch customer data from Salesforce.
- POST conversation data for every inbound and outbound calls or email interactions.
- Get Architect flows via API calls and perform actions such as check-in, check-out, de-activate, revert, unlock, and publish on any flows.
- Initiate a Call from Your Genesys Cloud CX Environment Using API.

Moksa Technologies Pvt Ltd

Genesys Consultant (November 2019 – November 2020)

- Worked on SIP functionalities and troubleshooting various call flow problems via SIP logs.
- Worked actively in weekly database DR activity in SQL Server 2012.
- Setting up server configurations, SQL server database configurations, network switches, agent details, application templates, and resources involving Agent groups, Access groups, Skills, Persons, Places, etc through Genesys CME and Genesys Administrator.
- Fetching daily call reports using SQL queries and also automating the same queries using SAP BO/ GI2 tools.
- Automating daily spreadsheet tasks using Python (using openpyxl package)
- Worked on GI2 to fetch different reports from GIM.
- Creating new skills, Agent Groups and Virtual Queues for different LOBs and starting the call routing using Transactions.
- Applying different logics in call routing for LOBs like Best Avail and Least AHT.
- Developed various routing strategies on IRD.
- Involved in troubleshooting ISCC call flows in Genesys using tools like SIP Log Visualizer, Kazimir, etc.
- Testing and analysing VOIP network issues using Wireshark tool.

Tata Consultancy Services, Kolkata

IT Analyst (March 2015 – October 2019)

- Participate in Bridge Lines for Sev1 customer facing issues and drive the issue to resolution by meeting SLA's along with Major Incident Management Team.
- Provide RCAs as per ITIL standards for P1 and P2 issues meeting mandatory SLAs.
- Efficient in carrying out several Change Requests (both Normal and Expedite).
- Have efficiently worked in UAT for carrying important Change Requests.
- Handled Windows patch management activities in all Genesys servers with proper failover processes of all the applications in different layers of Genesys Framework.
- Experienced in handling IVR configurations, inbound and outbound call traffic handling and database configurations through GVP tool, EMPS.
- Have worked in Database DR activity in SQL Server.

  Key Highlights:

- Handling P1-P4 Tickets related to Call routing, IVR, IWS issues, Call recording, VHT callback issues.
- Experienced in handling Database migrations of Genesys components to MS SQL 2012 Always-On cluster.
- Experienced in configuring AudioCodes SBCs for TDM to SIP call transfer project.
- Worked with several Third Party clients like HP Qfinity, VHT, NICE, SYMON, etc in troubleshooting and integrating upgraded versions with Genesys environments.
- Worked in different types of Testing like Agile, User Acceptance testing etc.
- Familiar with the Ticketing Tools (BMC Remedy).
- Weekly Maintenance support like Restarts, Change Requests and Performing Health Checks.

Education

- **B.Tech in Electronics and Communications Engineering**
  West Bengal University Of Technology, 2014
  CGPA: 8.71

Personal Details

- **Date of Birth:** 31st May 1991
- **References:** Available upon request