

Company Announcement 15th May, 2017

eMite signs global agreement with Genesys

eMite dashboard solution available through Genesys global sales channels

Sydney— May 9, 2017 —Prophecy is pleased to announce that its subsidiary eMite has signed a partnership deal with Genesys to enable its cloud dashboard solution to be sold with PureCloud by Genesys.

eMite, a wholly-owned subsidiary of Prophecy International Holdings Limited (ASX:PRO), today announced an integration with PureCloud by Genesys™, a cloud-based customer engagement and employee collaboration offering from Genesys®, the global leader in omnichannel customer experience and contact center solutions.

PureCloud by Genesys is a unified, all-in-one customer engagement and employee collaboration solution that is easy to use and quick to deploy. A true cloud offering, PureCloud by Genesys is flexible, open, feature-rich, and built for rapid innovation.

eMite is a real-time dashboard and analytics solution designed to dramatically enhance contact centre business performance. Available as a Software-as-a-Service (SaaS) cloud solution, eMite is used in contact centres across five continents.

“This agreement is great for our joint customers as it enables a seamless integration between PureCloud by Genesys and eMite, vastly improving the customer experience and providing customers with a complete solution through a single transaction with Genesys. It also lets eMite accelerate its global expansion and reach more customers across the globe,” said Stuart Geros, founder and CEO, eMite.

For more details visit
prophecyinternational.com
intersectalliance.com
eMite.com
promadis.com
basis2.com

Contact: info@prophecyinternational.com
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As part of the agreement, Genesys and its global partners will resell eMite dashboards and analytics for the PureCloud by Genesys solution as a bundled offering to customers worldwide. The eMite integration aggregates and correlates data from PureCloud by Genesys and multiple business sources, including third-party tools and legacy systems, to deliver historical and live actionable insights in a simple, visual format that can be easily customised for different users.

For more information about PureCloud by Genesys, visit www.genesys.com/purecloud.

About Prophecy International Holding Limited

Prophecy International Holding Limited is a listed Australian company (ASX:PRO) that has been operating globally since the 1980s. More recently the focus at Prophecy has been on growing the eMite and Snare lines of business. eMite service intelligence platform combines analytics, correlation, capacity, and performance, availability, and SLA management into a single, out of the box solution to provide customers with real time insight. The Snare product suite is a highly scalable platform of security products designed to find, filter and forward event log data. Snare log sources include Windows, flat files, databases, Linux, Mac and Solaris with coverage for desktops and servers.

Prophecy operates globally from Adelaide and Sydney in Australia, London in the United Kingdom and in Denver, USA.

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