



Zappix to Sponsor Genesys Xperience 2026

Today, Zappix, the AI Customer Engagement Outcomes-as-a-Service Platform, announced its participation as a bronze sponsor at Xperience 2026 - hosted by Genesys®

BURLINGTON, MA, UNITED STATES, August 26, 2026 /EINPresswire.com/ -- Today, [Zappix](#), the AI Customer Engagement Outcomes-as-a-Service Platform, announced its participation as a bronze sponsor at Xperience 2026 - hosted by Genesys®, a global cloud leader in AI-Powered Experience Orchestration. Xperience, the AI customer experience (CX) event of the year, will take place September 1–3 at the Wynn Las Vegas. The event convenes the brands, organizations and leaders who are defining the future of customer experience in the agentic AI era.

Xperience 2026 features expert-led sessions, hands-on training and certifications, real-world insights from peers and leading brands, and unparalleled access to Genesys experts, partners and industry innovators. Attendees will gain practical insights, build actionable skills and discover how AI-powered experience orchestration can help transform customer interactions into lasting loyalty, greater operational efficiency and measurable business value.

As a sponsor, Zappix will showcase the company's latest innovations, including its multimodal AI agent and Visual IVR application available on the Genesys AppFoundry® marketplace. Our team is eager to connect with fellow industry professionals to share insights and collaborate on shaping the future of experience orchestration.

"Genesys Xperience is the premier CX conference, and we're excited to be sponsoring this year's event" said Bob Barrows, VP Global Head of Partnerships at Zappix. "It's a great opportunity to connect with Genesys customers and thought leaders and to demonstrate how the Zappix platform, integrated with Genesys Cloud, helps businesses deliver seamless automated customer service, achieve operational improvements, and bring customer support experiences to life."

To register and access more information about the agenda and event, visit the Xperience website.

About Zappix

Zappix is the AI Customer Engagement Outcomes-as-a-Service for enterprises that need more than technology — they need results. At the core of the Zappix platform is a Multimodal AI Agent that engages a businesses' customers during inbound and outbound customer service flows while leveraging a synchronized voice and visual interface to optimize and achieve full

containment. Fully integrated with CCaaS platforms like Genesys Cloud, it speaks, shows, and resolves. The platform spans three integrated capabilities: AI Self-Service, which deflects inbound call volume to intelligent, multimodal self-service; Intelligent Outreach, which drives proactive engagement through orchestrated, multi-touch voice, text, and email campaigns; and Agent Assistant, which equips live agents with real-time digital tools to reduce handle time and improve first-contact resolution. Unlike AI toolkit vendors that hand organizations technology and walk away, Zappix orchestrates a fully managed solution — designing, building, launching, and continuously optimizing every deployment through built-in analytics. The platform is built on a compliance-first architecture certified for SOC 2, HIPAA, and GDPR. With Zappix, organizations don't buy software. They buy outcomes.

For more information, visit www.zappix.com.

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