

## Project Leader Digital Track P24-414

Start: Asap  
Location: 2 d Brussels; 3 d remote  
Duration: 12 months, extension possible  
Customer: AG Insurance

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### Context

AG Insurance is migrating his contact center telephony platform towards Genesys cloud. Supported by an integrator for the first pilot phases, different Business & IT teams are involved in this project. Our Digital Servicing department (IT department belonging to Customer Digital Foundations division - CDF) is taking in charge several aspects:

- Building several components around Genesys platform e.g. a communication panel, user interface built on top of Genesys platform targeting Contact Centers agents & supervisors, Data extraction flows, integration with Azure Speech Services, etc.
- Follow-up Contact Centers migration impacts on Microsoft Dynamics assets (Case management & Workbench)
- Progressively take ownership on Genesys Contact Center foundations (guidelines, building blocks, deployment/release management, etc.)
- Support CDF team that will take in charge progressively the design & configuration of the Genesys Call flows

This migration project started beginning of this year with a first Contact Center migration in May and will continue until Mid-2025. Within context of this program, we are looking for an IT project leader to follow up specifically our Digital Servicing projects & deliverables.

### Profile

- Experience with Agile development frameworks
- Able to capture main topics in discussions with technical IT people
- Good knowledge in testing processes
- Familiar with integration issues
- Able to plan & organize functional workshops
- Able to manage several projects in parallel