

NXG



Genie



Meet Genie

Your intelligent AI assistant built into GCXONE.

Genie lives on your dashboard as a smart floating assistant. Just ask a question or choose a topic, and Genie instantly delivers the insights, actions, and options you need—right where you are.



Saves Time

Eliminates the need to search through multiple screens.



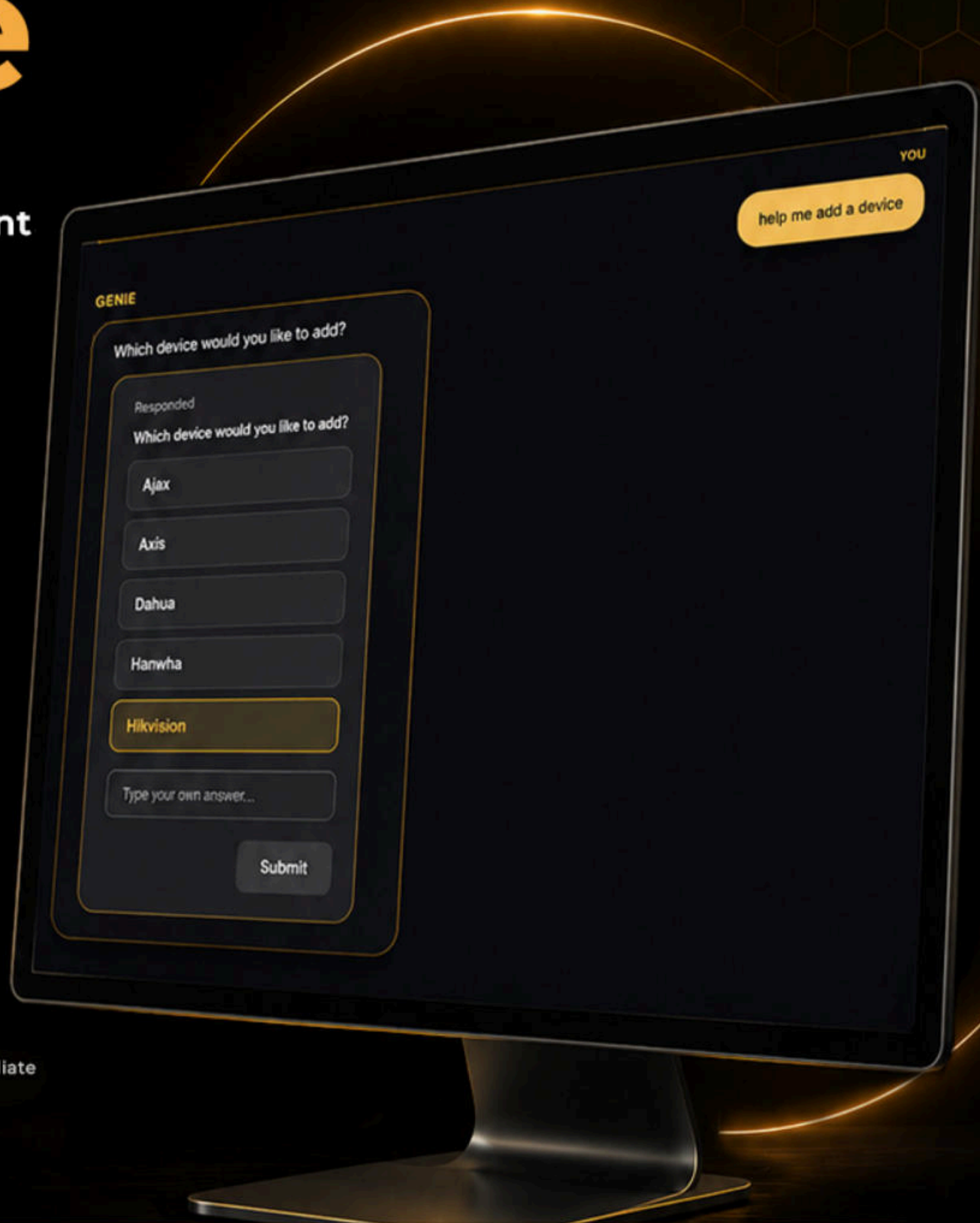
Keeps You Focused

Keeps you in your workflow.



Helps You Act Faster

Provides instant answers and immediate actions for better outcomes.



How it works



1

Ask or Select

Type your question or choose a topic that fits your need.



2

Genie Responds

Genie instantly pulls the right data, insights, or actions for you.



3

Take Action

Review, confirm, and act—without leaving your current screen.



One conversation. Endless possibilities.

From insights to actions, Genie helps your team work smarter, resolve faster, and stay in control—every step of the way.

Three Core Capabilities

Genie brings the most important actions, insights, and workflows into one intelligent assistant.



Guided Actions

AI-powered guidance for every task.

Receive contextual recommendations, step-by-step instructions, and instant answers that help you complete tasks faster and reduce errors.



Ticket Management

Support without switching tools.

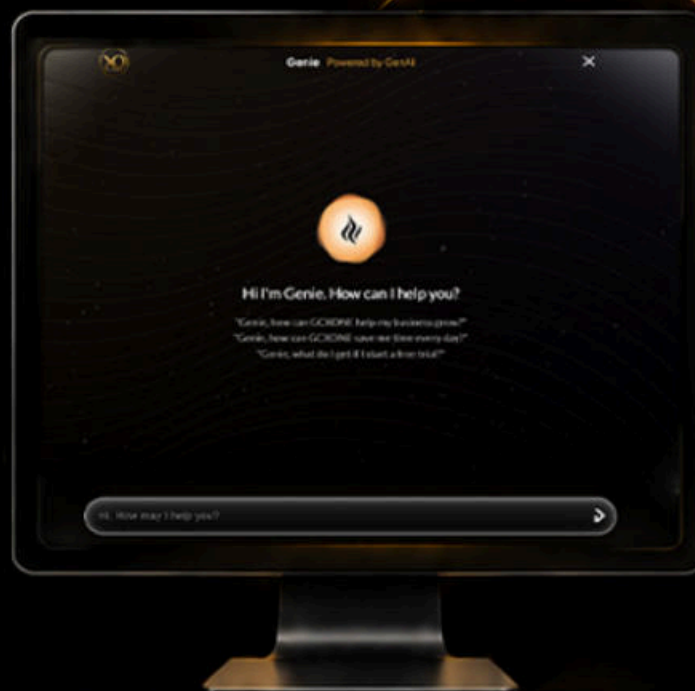
Create, update, review, and track support tickets directly from Genie, with complete visibility into every ticket and its status.



Expandable Workspace

Scale your conversation.

Expand Genie into a larger workspace for longer conversations, detailed troubleshooting, and complex tasks while keeping your current context.



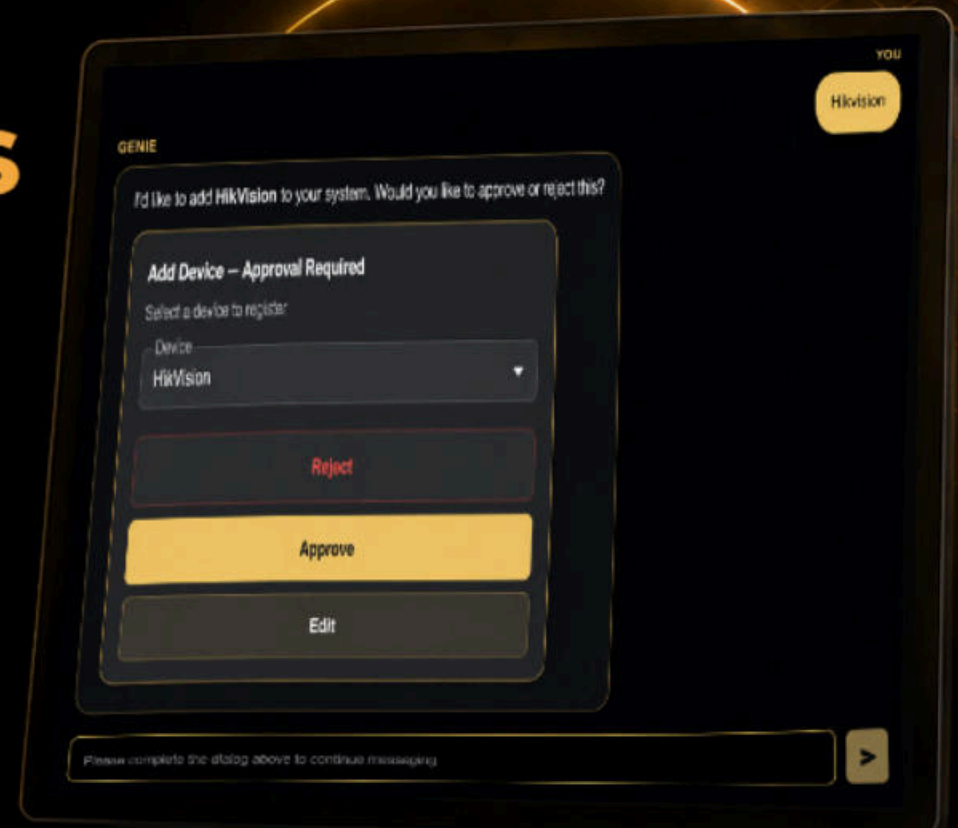
One Assistant. Two Powerful Ways to Get Work Done.

Ask anything or choose a capability—Genie handles the rest.

From Questions to Actions

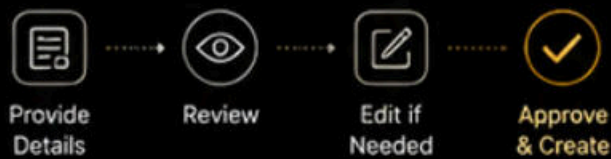
Genie doesn't just answer, it gets things done.

Take action directly from the assistant for devices, tickets, VPN requests, and operational insights—always under your control with review and approval.



1- Add Devices

Create devices with guided setup. Review details, edit if needed, and approve before creation.



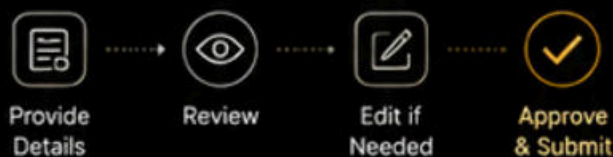
2- Ticket Management

Check tickets and update them and get a full view on the entire list of tickets with statuses.



3- VPN Requests

Submit OpenVPN requests with full control. Review, edit, and approve before submission.



4- Operational Insights

Get instant insights on alarms, camera health, events, and system data.



Review. Approve. Stay in Control.

Every action is presented for your review—because control and accuracy are at the heart of Genie.

Built for Every Role

One intelligent assistant supporting every team across your operations.



Operator

Genie saves 2 hours per shift by automating routine tasks and accelerating alarm identification.



Admin

Genie cuts admin workload by auto-resolving 50% of requests and guiding fast fixes.



IT

Genie cuts IT tickets in half by preventing up to 90% of issues instantly.



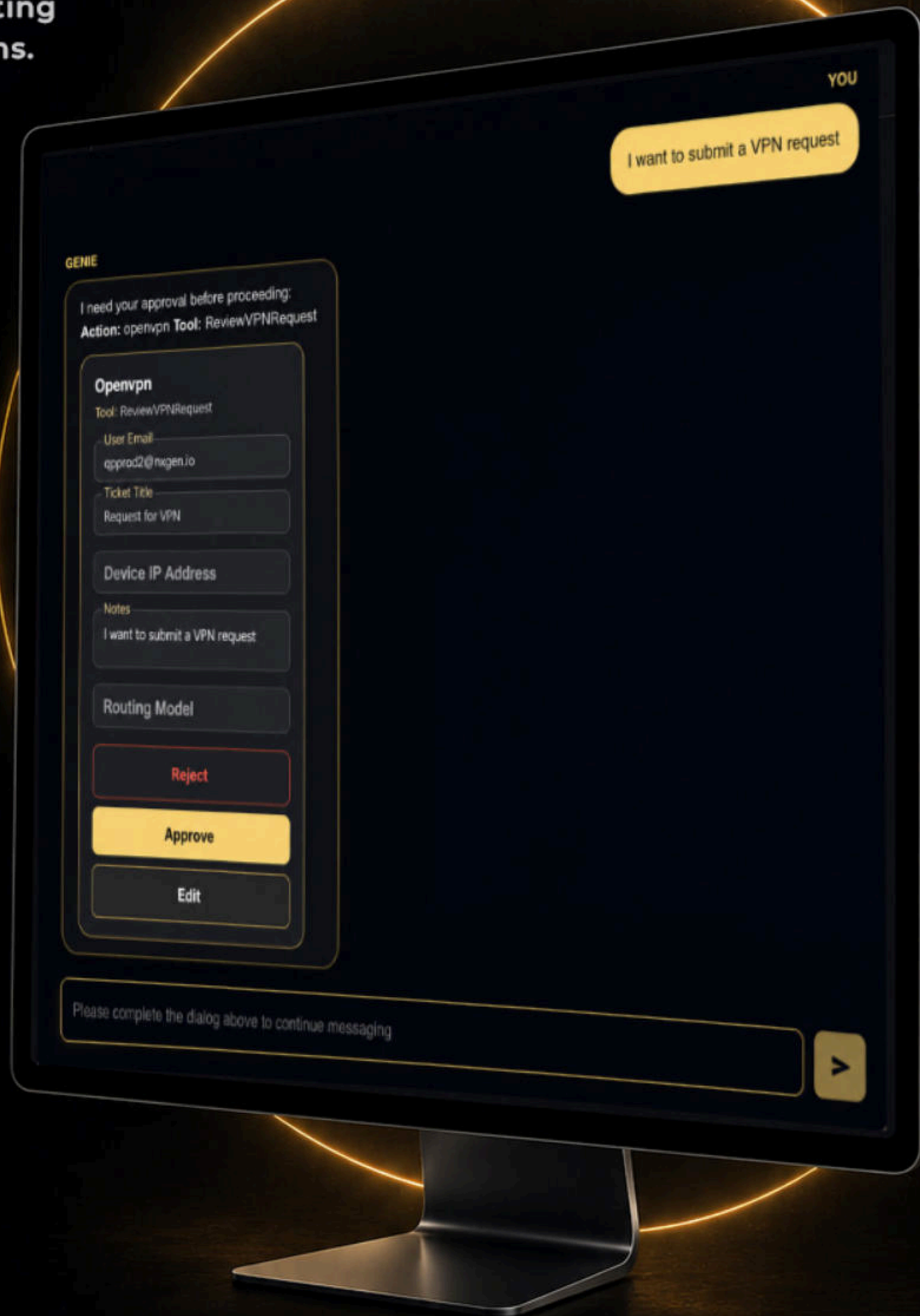
GM / Sales

Genie drives growth and accelerates deployments to scale operations without extra headcount.



One Assistant. Every Role. Better Decisions.

Genie adapts to every workflow, helping every team work faster and smarter.



Smarter Operations

Designed to reduce manual work while keeping users fully in control.



Faster Decisions

Immediate access to operational data.



Less Navigation

Find information without switching screens.



Guided Actions

Genie can guide users on every action.



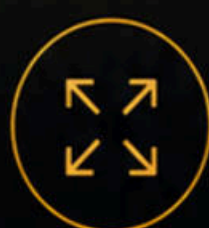
Approval Workflow

Every device, ticket, and VPN request requires user confirmation.



Operational Insights

Understand alarms, camera health, and events instantly.



Expandable Workspace

Use the larger chat window for longer conversations.



Review. Approve. Stay in Control.

Every action remains transparent and requires user approval before execution.

Work Faster. Decide Smarter Stay in Control.

Genie transforms the way teams interact with GCXONE by combining AI-powered insights, guided workflows, and operational actions into one intelligent assistant.



Scan to
Learn More

Genie turns insights into actions
helping your team stay efficient and in control.