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Genesys Multicloud CX User Guide

Omnichannel Desktop

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Describes Genesys Multicloud CX Omnichannel Desktop.

Omnichannel Agent Workspace enables the contact center agents to communicate with customers and team members through phone calls and Genesys Digital channels.

Agent Workspace

Genesys Workspace Web provides a web-based agent desktop that supports a variety of consumer interaction channels. The service can be easily integrated with a defined set of customer relationship management (CRM) or back-office applications via standard Genesys adapters. The service can also centralize multiple web applications through a common interface and facilitate desktop navigation and workflow.

The agent workspace provides a variety of flexible configuration options that can be provisioned by the customer administrator. Options include:

- Providing a screen pop with the relevant attached data, including the ability to pass this attached data to a defined URL.
- Displaying consumer interaction history on recent interactions.
- Displaying user and service statistics.
- Setting Not Ready Reason codes and Disposition codes.

Supervisor Workspace

The web-based Genesys Supervisor workspace desktop supports a variety of functions required by supervisors to accurately lead and manage their teams. The supervisor workspace includes the ability to:

- Monitor voice and chat interactions with coach and barge-in support for monitored interactions.
- Provide QA review of emails.
- Monitor and manage agent states.
- Manage and edit interaction queues and workbins.

CRM Adapter

The combination of Genesys with CRM applications significantly improves agent and enterprise productivity. Genesys provides the following integration options for the most popular CRM.

Gplus Adapter for Salesforce

Genesys Gplus Adapter for Salesforce enables integration of the Genesys Agent Workspace with Salesforce Sales or Service Cloud. In addition to the features provided by the Agent Workspace, the adapter includes key integration points:

- “Screen Pop” – display and/or create a Salesforce object such as contact, account, or case, or open a Sales for Object Flow.
- Create an Activity Task as a log of the call, with standard and customizable exchange of information between Genesys and Salesforce.
- Invoke Salesforce Apex.
- Support for the Service Client API to be invoked from Salesforce.
- Click-to-dial from Salesforce phone number fields.

Gplus Adapter for Microsoft Dynamics 365

Genesys Gplus Adapter enables you to integrate inbound voice interactions with MS Dynamics 365 Sales or Customer Service applications. It offers screen pop of Dynamics 365 entities such as contact, account, or cases. Voice-interaction controls allow access to interaction controls such as accept, reject, end, hold, resume, transfer, and conference.

- Support for Microsoft Dynamics 365 Cloud Customer Engagement Application, Sales or Customer Service application.
- Support for Microsoft Dynamics 365 Channel Integration Framework (CIF) V 1.0.
- Support for Microsoft Dynamics 365 Channel Integration Framework (CIF) V 2.0.
- Support for Microsoft Universal Service Desk using CIF V1.0 or 2.0.

Gplus Adapter for ServiceNow

Genesys Gplus Adapter enables you to integrate inbound voice interactions with ServiceNow. It offers screen pop of ServiceNow objects such as contact, account, or cases. Voice interaction controls allow access to interaction controls such as accept, reject, end, hold, resume, transfer, and conference. Other features include basic agent real-time performance tracker and click-to-dial outbound calling from ServiceNow.

- Support for ServiceNow Geneva or later releases.
- ServiceNow Customer Service Management application needs to be enabled.

Agent Scripting (AppFoundry)

Agent Scripting is available through our AppFoundry marketplace from various third parties. These scripting tools can be used to prompt agents through the call-handling process with customers. They can be used for either inbound customer service or outbound telemarketing calls. Agent Scripting is a powerful tool that supports branching to guide agents through different paths of the script, depending on the customer's answers to scripted questions. Additionally, agents can capture information about customers and update the customer database, process orders, or track ongoing customer service calls.