GENESYS™

Genesys Multicloud CX User Guide

Workforce Engagement Management

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Describes Genesys Multicloud CX Workforce Engagement Management (WEM).

Genesys Workforce Engagement Management is a comprehensive, automated software application that accurately forecasts, schedules and tracks the performance of multi-skilled employees in single and multi-site front and back-office environments. It is the only integrated workforce management system to offer automatic updates of historical data and employee skill information in real time across all interaction channels to ensure the most accurate planning.

Genesys Workforce Engagement Management

Genesys Interaction Recording

To address the quality recording needs, users can record all calls or just a portion. Call recordings can be based on standard telephony information or call routing data. For example, you can choose to record only "platinum customer" calls. All caller data you identify as relevant is also stored with the recording, enabling search. For example, you can search by standard telephony information such as caller ID. Call recordings can also be paused and resumed based on external events; for example, the service can trigger a pause during the collection process so that credit card information is not recorded. Users can access call recordings from any location with secure network connectivity.

IVR Recording

Call recordings can optionally include the IVR portion of each voice interaction. This allows for complete end-to-end capture of the customer experience from IVR answer to Agent hang up.

Screen Recording

Users can record computer screens for either all voice interactions or just a portion. When enabled, screen recordings are captured as adjunct resources when the voice interactions are recorded.

Quality Management

To address the needs of both training and quality purposes, users can listen to, score, and administer call recordings as part of a larger quality management program.

Workforce Management

The service delivers a comprehensive Workforce Management (WFM) solution, allowing forecasting, scheduling, adherence, and other standard administrative tasks through a web-based interface. By providing minimal configuration requirements and a rich set of pre-built contracts, shifts, and breaks, WFM makes it easy to get started. Users can see their current schedules through a standard web-based interface, while supervisors can view schedules, make shift adjustments, and perform schedule

swaps. Additional WFM capabilities can also be configured by Professional Services as an optional service under a SoW.

Interaction Analytics – Speech

You can analyze up to 100% of agent/customer recordings to uncover why customers are contacting your company, what are their topics of conversation, why multiple contacts are needed to resolve specific issues, what processes cause customer frustration and whether your agents are providing an appropriate level of service.