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How email works

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- Administrator
- Agent
- Supervisor

Genesys email ensures that agents receive the right emails for their skills and the best resources to respond to those emails and provide an excellent customer experience. There are two email solutions: Email classic and Engage cloud Email.

Related documentation:

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What Email does

Genesys Email classic enables:

- Monitoring of inbound mailboxes.
- Automated responses to incoming emails.
- Routing of email to the best-fit agents based on content analysis.
- Supervisor review of outgoing emails.

Genesys Multicloud CX Email enables all the features of Email classic, plus:

- Routing of email to the best-fit agents based on content analysis plus your Categories and Prioritization schemas for Engage cloud Email.
- Near real-time dashboards for monitoring your backlog.

How Email works

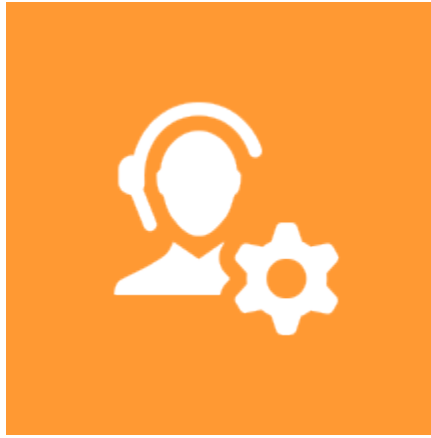
Email classic uses various applications:

- Provision mailboxes and agent features in Agent Setup.
- Create standard responses in eServices Manager.
- Send and respond to emails in Agent Workspace.

Engage cloud Email uses various applications:

- Provision mailboxes and auto-acknowledgments in Intelligent Workload Distribution.
 - Provision agent features in Agent Setup.
 - Create standard responses in eServices Manager or Designer, depending on your implementation.
 - Send and respond to emails in Agent Workspace.
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Mailboxes



Players: Administrators

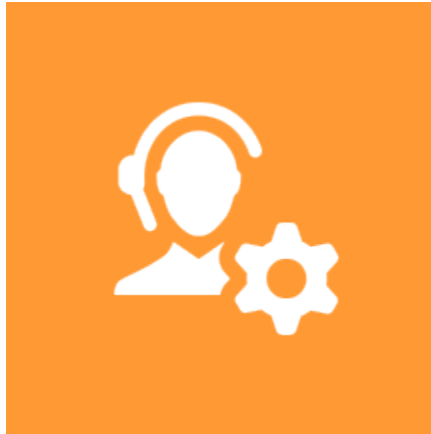
Actions: With Email classic, use Agent Setup to designate your incoming and outgoing mailboxes. You can also create email aliases that agents can choose as their From address.

With Engage cloud Email, use Intelligent Workload Distribution to designate your incoming and outgoing mailboxes. To create email aliases that agents can choose as their From address, continue to use Agent Setup.

Email classic addresses and mailboxes

Engage cloud Email addresses and mailboxes

Interactions



Players: Administrators, Agents, Supervisors

Actions: Agents use Agent Workspace to send new and reply emails to customers, adding standard responses as needed. Supervisors use Agent Workspace to review, edit, or return an outbound email to the agent for editing. Administrators use Agent Setup to determine what agents can and can't do, such as Reply All and Forward. Administrators can also set up standard responses that agents can use in drafting replies.

Email for agents

Email for supervisors

Email channel options

Creating standard responses (eServices Manager)

Creating standard responses (Designer)

Standard responses for agents

Reporting



Players: Administrators, Supervisors, Agents

Actions: Supervisors and administrators can analyze current email and agent activity through Workload Manager and Pulse dashboards and reports. They can use Genesys CX Insights to analyze historical events and long-term trends. Agents can analyze their own activity through reports built into Agent Workspace.

How Reporting works

Get Started with Genesys Pulse

Get started with Genesys CX Insights

Navigating Agent Workspace

Manage reporting environments