



All content - Genesys Engage  
cloud and cloud private edition

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Find the content you need for Genesys Engage cloud and cloud private edition.

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- Products and applications
- Genesys Engage cloud use cases

## User roles

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As an administrator, you are the architect and overseer of the resources that run your contact center. You can create users, set up switches, voicemail, interaction routing, outbound calling campaigns and manage call recording. You can also monitor how your contact center performs using real-time and historical reporting and Workforce Management.

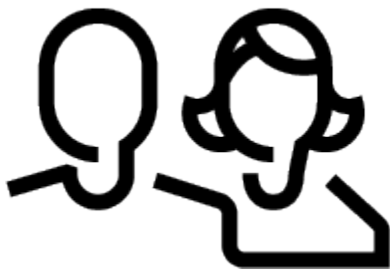


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Agents are the front line of the contact center. You communicate with customers and fellow team members through various channels, such as voice calls, chat, and email. You can be assigned to specific channels, consult with team members, and help customers by providing standard responses to their questions.



A developer creates web and desktop applications that connect to Genesys resources. They use Genesys web APIs, client libraries and JavaScript APIs to build applications that meet custom business needs. As a developer, you can enable co-browse on your website, provide chat capabilities, create your own agent desktop, provision your contact center, manage callbacks, submit workitems from third-party systems, read statistics and manage outbound campaigns.



A supervisor manages agents. For example, they can create agents, assign them skills, and then monitor, coach, and, when necessary, barges in on conversations and interactions to provide further assistance or to evaluate an agent's performance. As a supervisor, you can also be tasked with other important aspects of contact center operations, such as workforce management, monitoring real-time reporting, and generating reports for managers.

## Products and applications

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<b>Workspace</b>	<b>About</b>
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"> Agent Desktop Agent Desktop lets contact center agents communicate with customers and team members through phone calls and Genesys Digital channels."> Agent Setup Agent Setup enables you to manage your cloud-based contact center and your agent accounts for applications such as Agent Desktop and Gplus Adapter for Salesforce Lightning."> Altocloud Genesys Predictive Engagement (formerly known as Altocloud) is a real-time journey analytics platform that can observe and analyze visitors on your digital properties, such as websites. Predictive Engagement can predict real-time probability for visitors to achieve a desirable business outcome, and then acts to offer the most appropriate and effective channel to assist them in completing their journey. Predictive Engagement offers service from the cloud and is compatible with Genesys Cloud, PureConnect, and Genesys Engage platforms. Customers running a Genesys premises-based solution can integrate with Predictive Engagement as a cloud service in a hybrid-based architecture."> Callback Genesys Callback, which takes its name from the most typical form of deferred voice connection, supports a range of callback scenarios, including the classic callback offered by an IVR as well as call-ins that your customers initiate from your mobile app."> Chat Genesys Engage chat incorporates chat interactions into your customers' overall engagement history, routing them to the agents whose expertise best matches their needs."> Cloud Data Download Service Genesys Engage Cloud Data Download Service can securely export and download your contact center data."> Cloud Data Download Service Genesys Engage Cloud Data Download Service can securely export and download your contact center data."> Co-Browse Co-browse lets your agents view and control your customers' browser windows."> Digital Channels Digital Channels powers your customer interactions across chat and SMS. It provides a platform that enables you to grow sales, create more targeted marketing campaigns, and deliver exceptional customer service. The Digital Channels service processes, manages and archives customer and agent interactions across media."> Digital Channels Digital Channels powers your customer interactions across channels such as chat, SMS, messaging and social media. It provides a platform that enables you to grow sales, create more targeted marketing campaigns, and deliver exceptional customer service. The Digital Channels service processes, manages and archives customer and agent interactions across media."> Email Genesys Engage email incorporates email interactions into your customers' overall engagement history, routing them to the agents whose expertise best matches their needs."> eServices Manager The eServices Manager Plug-in gives you the tools to respond to incoming interactions using pre-written Standard Responses. You can also customize the Standard Responses using Field Codes to add a personal touch and create Screening Rules in order to screen interactions for specific words or phrases, which you can then use to decide how to handle the interaction."> Genesys Agent Assist Genesys Agent Assist provides real-time transcription of a customer call, along with suggested responses which get updated automatically based on the context of the conversation. Recommendations include FAQ

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suggestions making agents more productive, efficient, knowledgeable and improving the overall customer experience."> Genesys Data Layer Genesys Data Layer (GDL) is an infrastructure component for building data pipelines to transfer data among applications. GDL is built on the Apache Kafka distributed data pipeline and streaming platform."> Genesys Dialog Engine Genesys Dialog Engine allows you to create bots for your products through a natural language understanding (NLU) engine that can understand and process information provided as input."> Genesys Docker Documentation Genesys products are built and deployed with modern development principles and technologies such as Microservices, Docker, DevOps, and Automation. This section contains information on Genesys-specific Docker Documentation."> Genesys Predictive Routing Predictive Routing enables you to use AI to engage customers and predict the best resource for an optimal outcome, report on results, evaluate how well your resources drive desired business outcomes, and use your findings to update the predictive model for retraining and optimize your strategy."> Genesys Recording, Quality Management, and Speech Analytics The Genesys Recording, QM, and Speech Analytics solution analyzes recorded customer interactions, identifies the topics that were discussed and categorizes the contents of each interaction. Using the SpeechMiner UI, the solution leverages this information for review and analysis of critical business issues."> Genesys Softphone Genesys Softphone is an application that enables your computer and phone or headset to connect to the public phone system."> Gplus Adapter for Microsoft Dynamics 365 Gplus Adapter for Microsoft Dynamics 365 provides integrated management of communication channels within the Microsoft Dynamics 365 CRM."> Gplus Adapter for Salesforce Gplus Adapter for Salesforce enables the integration of Workspace Agent Desktop within the Salesforce environment to handle Genesys contact center interactions. The integrated solution presents a complete customer view allowing your contact center agents to service your customers. It supports Salesforce Click-to-dial, Screen Pops, and Activity History."> Gplus Adapter for ServiceNow Gplus Adapter for ServiceNow provides integrated management of communication channels within the ServiceNow CRM."> intelligent Workload Distribution iWD lets you capture workitems from existing enterprise workflow systems and create, monitor and manage a single global workitem list for your contact center, sorted on business value and prioritized to ensure that the most critical or highest-value workitems are distributed to the right resource at the right time, regardless of media type, system or location."> IVR Administration Interactive Voice Response (IVR) assists in resolving your customers' issues when they call into your company. Your customer and the IVR interact with one another to drill-down on what the customer wants to do and, ideally, the IVR resolves the issue without having to transfer the call to an agent."> Outbound (CX Contact) Proactively engage with customers across multiple channels to manage expectations and keep them informed throughout their journeys."> Platform Administration Most of the functionality in the Platform Administration application has moved to Agent Setup, which offers a superior user interface and new functionality. A few functions remain available only in Platform Administration."> Reporting To help administrators and the Team Leads who supervise agents make informed, timely business decisions, Genesys Engage offers both real-time dashboard views and historical operational performance

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reports."> Routing Routing in Genesys Engage is an omnichannel solution that enables you to craft applications that handle voice, chat, email, workitem and social media interactions."> Solutions Find high-level overviews describing Genesys offerings."> System-Level Documentation Genesys system-level guides provide system-level reference information about the Genesys operating environment, supported media interfaces, product availability, interoperability, licensing, hardware sizing, database sizing, and migration."> Voice Incorporates voice interactions into your customers' overall engagement history, routing them to the agents whose expertise best matches their needs."> Voicemail Voicemail management gives you control over Users and User Groups, DNs, Settings, Mailboxes, Greetings, and Voicemail Profiles."> Workforce Management Genesys Workforce Management provides a sophisticated set of management tools so you can better manage your contact center workforce while still delivering top service to your customers. It allows you to easily manage your agents, schedules, and forecasts, and provides real-time monitoring of contact center performance and agent-adherence.

## Genesys Engage cloud use cases

Workspace	About
Workspace	About

"> Genesys Work and Lead Distribution Optimizing work distribution across the enterprise to deliver all promises on time"> Genesys Call Routing Route voice interactions to the best skilled resource"> Genesys Callback Offer callback to queuing callers"> Genesys Customer Authentication Identify and verify customers in your IVR"> Genesys Voice Payment Capture payments in your IVR"> Genesys Outbound Dialer Improve customer communications and increase sales conversion using powerful dialer capabilities"> Genesys SMS Notification Use SMS to notify customers"> Genesys Omnichannel Notifications Use multiple channels to notify customers"> Genesys Email Routing Route email interactions to the best skilled resource"> Genesys Chat Routing Route chat interactions to the best skilled resource"> Genesys Social Media Routing Engage with your customers through social channels"> Genesys Digital Callback Enable customers to request a callback from your website or app"> Genesys Co-browse Extend voice or chat interactions with co-browse"> Genesys SMS Routing Route SMS interactions to the best resource"> Genesys Chatbots Use chatbots to automate customer conversations and seamlessly hand over to a chat agent when needed."> Genesys Messaging Offer a powerful new way for customers to connect with you directly in Messages"> Genesys Predictive Engagement Use machine learning powered journey analytics to observe website activity, predict visitor outcomes, and proactively engage with prospects and customers via agent-assisted chat, content offer or chatbot."> Genesys Voicebots Use voicebots to automate customer conversations and

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seamlessly hand over to an agent if needed."> Genesys Workforce Scheduling for Voice Optimize employee utilization for voice interactions"> Genesys Omnichannel Workforce Scheduling Optimize employee utilization for all digital interactions"> Genesys Shrinkage Management Improve operational effectiveness by better managing agent non-working time"> Genesys Voice Recording Record voice interactions"> Genesys Voice and Screen Recording Record voice and screen interactions"> Genesys Quality Management Improve employee performance with quality management"> Genesys Employee Schedule Preferences Empower employees with self-administration of their schedule"> Genesys Employee Schedule Preferences Empower employees with self-administration of their schedule"> Genesys Employee Schedule Preferences Empower employees with self-administration of their schedule"> Genesys Employee Schedule Preferences Empower employees with self-administration of their schedule"> Genesys Shift Bidding Empower employees to influence their schedules"> Genesys Training and Activity Scheduling Manage training, coaching and offline activities scheduling across the workforce"> Genesys IVR Recording Record the entire IVR interaction"> Genesys Speech Analytics Gain basic insight into voice interactions using speech analytics"> Genesys Advanced Text and Speech Analytics Achieve deeper operational insights with speech and text Analytics"> Genesys Text and Speech Analytics for Customer Service Mine call recordings for insights to improve agent and customer experiences"> Genesys Text and Speech Analytics for Compliance Enforce compliance and legal responsibilities with speech and text analytics"> Genesys Back-office Scheduling Optimize utilization for back-office and task-based workers"> Genesys WFM Third-Party Integration Enable bi-directional Integration of WFM with 3rd party systems"> Genesys Task-based Scheduling Control the scheduling of the sequence of task agents work on"> Genesys Compliance Recording Enable your contact center to meet quality and/ or regulatory compliance requirement"> Genesys Selective Recording Deliver selective recording of your agents based on metadata for review purposes"> Genesys Agent Assist Monitor customer and agent conversations to provide the agent with contextually relevant suggestions."> Genesys Predictive Engagement Use machine learning powered journey analytics to monitor website activity, predict visitor outcomes, and proactively engage with prospects and customers