

GENESYS

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Genesys Cloud CX Use Cases

About this guide

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Sort or search the table to find the use case you want to view, then click the title.

ID	Title	Product Category	Subtitle
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"> BO01 Genesys Work Automation Digital Extend journey orchestration to backoffice workflows" > CE07 Genesys Customer Authentication Self-Service and Automation Identify and verify customers in your IVR"> CE08 Genesys Voice Payment Self-Service and Automation Capture payments in your IVR"> CE11 Genesys Outbound Dialer Outbound Improve customer communications and increase sales conversion using powerful dialer capabilities"> CE12 Genesys SMS & Email Notifications Outbound Use SMS and email to send personalized, timely and relevant notifications to customers."> CE16 Genesus Email Routing Digital Route email interactions to the best skilled resource"> CE18 Genesys Chat Routing Digital Route chat interactions to the best skilled resource"> CE27 Genesys Co-browse Digital Extend web messaging, voice or chat interactions with Co-browse" > CE29 Genesys SMS Routing Digital Route SMS interactions to the best resource" > CE31 Genesys Chatbots Self-Service and Automation Use chatbots to automate customer conversations and seamlessly hand over to a chat agent when needed."> CE34 Genesys Messaging Digital Offer a powerful new way for customers to connect with you directly in Messages"> CE37 Genesys Predictive Engagement Digital Use AI 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."> CE41 Genesys Voicebots Self-Service and Automation Use voicebots to automate customer conversations and seamlessly hand over to an agent if needed."> CE43 Genesys Personalized Routing with Callback Inbound Route voice interactions to the best skilled resource with personalization and callback option" > CE45 Genesys Contact Center Optimization Digital Analyze journeys holistically or as individual flows to understand journey outcomes such as selfservice, deflection, first contact resolution and use new insights to improve efficiency and lower costs" > CE46 Rule-Based Decisions by Genesys Digital Give customers the ability to develop, author, and evaluate business rules to improve classification and routing decisions." > CE46 Rule-Based Decisions by Genesys Digital Give customers the ability to develop, author, and evaluate business rules to improve classification and routing decisions."> CE47 Genesys Virtual Agent Digital "> CE48 Unified Experience from Genesys and ServiceNow Digital Manage real-time communications and process customer data on a single solution with a unified agent workspace" > CE49 Genesys Social Listening Digital Seamlessly

integrate social media customer care into the all-in-one Genesys Cloud platform, enabling you to monitor, analyze, and engage with customers across social channels." > EE31 Genesys Agent Assist Workforce Engagement Monitor conversations between the customer and agent to surface contextually relevant knowledge and FAQs."> EE32 Genesys Agent Copilot Self-Service and Automation Automatically surface contextually relevant information from a knowledge base during customer conversations."> OP01 Genesys Business Communications Open Platform Simplify contact center and business communications" > OP02 Genesys CRM Collaboration Open Platform Enhance routing capabilities and drive agent screenpops using Genesys Cloud CX Data Actions" > OP04 Genesys Voice Services Open Platform Telephony Connection Options" > OP07 Genesys UCC Third-Party Integration Open Platform Enable customer choice of unified communication providers and telephony solutions through integrations with popular platforms."> WE01 Quality Assurance and Compliance Workforce Engagement Improve quality of agent handling of interactions by deriving insights from interaction recording along with recorded desktop activity, quality evaluations, speech & text analytics and post-interaction survey."> WE02 Resource Management Workforce Engagement Optimize workforce planning and scheduling across all channels. Automate forecasting, scheduling and improve employee engagement."> WE03 Employee Performance Workforce Engagement Agent Skills development, Performance management and Gamification