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# Genesys Cloud CX Use Cases

Genesys Cloud CX Use Case Benefits

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This page lists all Genesys Cloud CX business benefits and the corresponding use case documents that help realize those benefits.

- Improved Agent Competency
- Improved Containment Rate
- Improved Conversion Rates
- Improved Customer Experience
- Improved Employee Attrition Rate
- Improved Employee Occupancy
- Improved Employee Productivity
- Improved Employee Satisfaction
- Improved Employee Utilization
- Improved First Contact Resolution
- Improved Insights and Visibility
- Increased Contact Rate
- Increased Revenue
- Reduced Administration Costs
- Reduced Customer Churn
- Reduced Deployment Costs
- Reduced Employee Attrition
- Reduced Handle Time
- Reduced Interaction Abandonment
- Reduced IT Operational Costs
- Reduced Overtime Costs
- Reduced Penalties and Fines
- Reduced Transfers
- Reduced Volume of Interactions



#### Improved Agent Competency

- Genesys Work Automation
- Employee Performance



#### Improved Containment Rate

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- Genesys Customer Authentication
  - Genesys IVR Personalization
  - Genesys Chatbots
  - Genesys Voicebots



#### Improved Conversion Rates

- Genesys Outbound Dialer
- Genesys SMS & Email Notifications
- Genesys Predictive Engagement



#### Improved Customer Experience

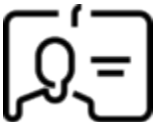
- Genesys Work Automation
- Genesys Customer Authentication
- Genesys Voice Payment
- Genesys IVR Personalization
- Genesys SMS & Email Notifications
- Genesys Email Routing
- Genesys Co-browse
- Genesys Chatbots
- Genesys Messaging
- Genesys Predictive Engagement
- Genesys Voicebots
- Genesys Personalized Routing with Callback
- Genesys CRM Collaboration
- Genesys UCC Third-Party Integration
- Quality Assurance and Compliance
- Resource Management

#### Improved Employee Attrition Rate

- Genesys Work Automation

#### Improved Employee Occupancy

- Genesys Work Automation
- Genesys SMS & Email Notifications



#### Improved Employee Productivity

- Genesys Predictive Engagement
- Genesys UCC Third-Party Integration
- Quality Assurance and Compliance



#### Improved Employee Satisfaction

- Genesys Agent Assist
- Employee Performance



#### Improved Employee Utilization

- Genesys Outbound Dialer
- Genesys Email Routing
- Genesys Chat Routing
- Genesys SMS Routing
- Genesys Personalized Routing with Callback
- Genesys Agent Assist
- Resource Management



#### Improved First Contact Resolution

- Genesys Work Automation
- Genesys Voice Payment
- Genesys IVR Personalization
- Genesys Email Routing
- Genesys Chat Routing
- Genesys Co-browse
- Genesys Chatbots
- Genesys Messaging
- Genesys Voicebots
- Genesys Agent Assist
- Genesys CRM Collaboration
- Genesys UCC Third-Party Integration
- Quality Assurance and Compliance



#### Improved Insights and Visibility

- Quality Assurance and Compliance
- Employee Performance



#### Increased Contact Rate

- Genesys Outbound Dialer



#### Increased Revenue

- Genesys Voice Payment
- Genesys Chat Routing
- Genesys Co-browse
- Genesys Predictive Engagement
- Genesys Personalized Routing with Callback



#### Reduced Administration Costs

- Genesys Work Automation
- Genesys Business Communications
- Genesys Messaging
- Genesys Voice Services
- Resource Management
- Employee Performance



#### Reduced Customer Churn

- Genesys Outbound Dialer



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## Reduced Deployment Costs

- Genesys Business Communications
- Genesys Voice Services



## Reduced Employee Attrition

- Employee Performance



## Reduced Handle Time

- Genesys Customer Authentication
- Genesys IVR Personalization
- Genesys Email Routing
- Genesys Chat Routing
- Genesys Co-browse with Callback
- Genesys SMS Routing
- Genesys Predictive Engagement
- Genesys Personalized Routing
- Genesys Agent Assist
- Genesys CRM Collaboration
- Resource Management



## Reduced Interaction Abandonment

- Genesys Customer Authentication
- Genesys IVR Personalization
- Genesys Voice Payment
- Genesys Personalized Routing with Callback



## Reduced IT Operational Costs

- Genesys Voicebots
- Genesys Business Communications
- Genesys Voice Services
- Quality Assurance and Compliance



#### Reduced Overtime Costs

- Resource Management



#### Reduced Penalties and Fines

- Genesys Voice Payment



#### Reduced Transfers

- Genesys SMS Routing
- Genesys Personalized Routing with Callback



#### Reduced Volume of Interactions

- Genesys Outbound Dialer
- Genesys SMS & Email Notifications
- Genesys Personalized Routing with Callback