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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.

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- 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 Chatbots
 - Genesys Voicebots
 - Genesys Contact Center Optimization



Improved Conversion Rates

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



Improved Customer Experience

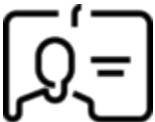
- Genesys Work Automation
- Genesys Customer Authentication
- Genesys Voice Payment
- Genesys SMS & Email Notifications
- Genesys Email Routing
- Genesys Co-browse
- Genesys Chatbots
- Genesys Messaging
- Genesys Predictive Engagement
- Genesys Voicebots
- Genesys Personalized Routing with Callback
- Genesys Virtual Agent
- Genesys Social Listening
- 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
- Genesys Social Listening



Improved Employee Productivity

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



Improved Employee Satisfaction

- Genesys Agent Assist
- Genesys Agent Copilot
- 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
- Genesys Agent Copilot
- Resource Management



Improved First Contact Resolution

- Genesys Work Automation
- Genesys Voice Payment
- Genesys Email Routing
- Genesys Chat Routing
- Genesys Co-browse
- Genesys Chatbots
- Genesys Messaging
- Genesys Voicebots
- Genesys Contact Center Optimization
- Genesys Virtual Agent
- Genesys Social Listening
- Genesys Agent Assist
- Genesys Agent Copilot
- Genesys CRM Collaboration
- Genesys UCC Third-Party Integration
- Quality Assurance and Compliance



Improved Insights and Visibility

- Genesys Social Listening
- 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
- Genesys Social Listening



Reduced Administration Costs

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



Reduced Customer Churn

- Genesys Outbound Dialer
- Genesys Social Listening



Reduced Deployment Costs

- Genesys Business Communications
- Genesys Voice Services



Reduced Employee Attrition

- Employee Performance



Reduced Handle Time

- Genesys Customer Authentication
- Genesys Email Routing
- Genesys Chat Routing
- Genesys Co-browse
- Genesys SMS Routing
- Genesys Predictive Engagement
- Genesys Personalized Routing with Callback
- Genesys Contact Center Optimization
- Genesys Virtual Agent
- Genesys Agent Assist
- Genesys Agent Copilot
- Genesys CRM Collaboration
- Resource Management



Reduced Interaction Abandonment

- Genesys Customer Authentication
- Genesys Voice Payment
- Genesys Personalized Routing with Callback
- Genesys Contact Center Optimization



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
- Genesys Virtual Agent



Reduced Volume of Interactions

- Genesys Outbound Dialer

- Genesys SMS & Email Notifications

- Genesys Personalized Routing with Callback