



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Genesys Cloud CX Use Cases

Genesys Cloud CX Use Case Benefits

---

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

- 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

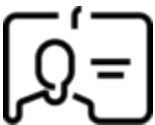
- Genesys Work Automation
- Genesys Customer Authentication
- Genesys Voice Payment
- Genesys SMS & Email Notifications
- Genesys Email Routing
- Genesys Co-browse
- Genesys Chatbots
- Genesys Messaging
- Genesys Predictive Engagement
- Genesys Voicebots
- Genesys Personalized Routing with Callback
- Rule-Based Decisions by Genesys
- Rule-Based Decisions by Genesys
- 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



#### Improved Employee Satisfaction

- Genesys Agent Assist

- Genesys UCC Third-Party Integration

- Genesys Agent Copilot

- Quality Assurance and Compliance

- Employee Performance



#### Improved Employee Utilization

- Genesys Outbound Dialer
- Genesys Email Routing
- Genesys Chat Routing
- Genesys SMS Routing

- Genesys Personalized Routing with Callback
- Rule-Based Decisions by Genesys
- Rule-Based Decisions by

- Genesys
- 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
- Rule-Based Decisions by Genesys
- Rule-Based Decisions by Genesys
- 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
- Rule-Based Decisions by Genesys
- Rule-Based Decisions by Genesys
- Rule-Based Decisions by Genesys
- 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
- Rule-Based Decisions by Genesys
- Rule-Based Decisions by Genesys
- Genesys Virtual Agent



---

## Reduced Volume of Interactions

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