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

- 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
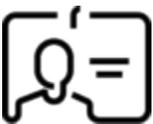
Improved Employee Productivity

- Genesys Predictive Engagement
- 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
- 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
- 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