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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 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

- Employee Performance



Improved Containment Rate

- Genesys Customer Authentication
- Genesys IVR Personalization

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- Genesys Chatbots

- Genesys Voicebots



Improved Conversion Rates

- Genesys Outbound Dialer

- Genesys SMS & Email Notifications

- Genesys Predictive Engagement



Improved Customer Experience

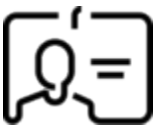
- Genesys Customer Authentication
- Genesys Voice Payment
- Genesys IVR Personalization
- Genesys SMS & Email Notifications
- Genesys Email Routing
- Genesys Co-browse

- 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 Occupancy

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



Reduced Customer Churn

- Genesys Outbound Dialer



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 Voice Payment
- Genesys IVR Personalization
- 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