



Genesys Engage Cloud Use Cases

Genesys Workforce Engagement



Genesys Workforce Engagement Use Cases for Genesys Engage cloud

Sort or search the table to find the use case you need to edit. Click the title link to go to the use case.

Use Case	Subtitle
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"> Genesys Workforce Scheduling for Voice (EE01) Optimize employee utilization for voice interactions"> Genesys Omnichannel Workforce Scheduling (EE02) Optimize employee utilization for all digital interactions"> Genesys Shrinkage Management (EE03) Improve operational effectiveness by better managing agent non-working time"> Genesys Voice Recording (EE07) Record voice interactions"> Genesys Voice and Screen Recording (EE08) Record voice and screen interactions"> Genesys Quality Management (EE09) Improve employee performance with quality management"> Genesys Employee Schedule Preferences (EE10-A) Empower employees with self-administration of their schedule"> Genesys Employee Schedule Preferences (EE10-B) Empower employees with self-administration of their schedule"> Genesys Employee Schedule Preferences (EE10-C) Empower employees with self-administration of their schedule"> Genesys Employee Schedule Preferences (EE10-D) Empower employees with self-administration of their schedule"> Genesys Shift Bidding (EE11) Empower employees to influence their schedules"> Genesys Training and Activity Scheduling (EE12) Manage training, coaching and offline activities scheduling across the workforce"> Genesys IVR Recording (EE21) Record the entire IVR interaction"> Genesys Speech Analytics (EE22) Gain basic insight into voice interactions using speech analytics"> Genesys Advanced Text and Speech Analytics (EE23) Achieve deeper operational insights with speech and text Analytics"> Genesys Text and Speech Analytics for Customer Service (EE24) Mine call recordings for insights to improve agent and customer experiences"> Genesys Text and Speech Analytics for Compliance (EE25) Enforce compliance and legal responsibilities with speech and text analytics"> Genesys Back-office Scheduling (EE26) Optimize utilization for back-office and task-based workers"> Genesys WFM Third-Party Integration (EE27) Enable bi-directional Integration of WFM with 3rd party systems"> Genesys Task-based Scheduling (EE28) Control the scheduling of the sequence of task agents work on"> Genesys Compliance Recording (EE29) Enable your contact center to meet quality and/ or regulatory compliance

requirement"> Genesys Selective Recording (EE30) Deliver selective recording of your agents based on metadata for review purposes"> Genesys Agent Assist (EE31) Monitor customer and agent conversations to provide the agent with contextually relevant suggestions.



