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Genesys Engage On-Premises Use Cases

[Genesys Engage on-premises](#)

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Sort or search the table to find the use case you want to view, then click the title.

ID	Title	Product Category	Subtitle
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"> BO02 Genesys Work and Lead Distribution Digital Optimizing work distribution across the enterprise to deliver all promises on time"> BO03 Genesys Task Distribution-Workgroup Digital Optimize tasks sent to workbins"> BO04 Genesys Personalized Task Distribution Digital Push tasks to workers' personal queues based on multiple data sources"> BO06 Genesys Predictive Routing for Customer Service Inbound Place CX and agent efficiency at the center of your routing decisions using AI to match each customer interaction with the best agent"> BO07 Genesys KPI Insights Inbound Monitor and analyze interaction data to detect addressable service level anomalies"> BO11 Genesys Dynamic Case Management Digital Combine Genesys Omnichannel customer experience with Dynamic Case Management to support human-centric automation, continuous innovation and transformation."> CE01 Genesys Call Routing Inbound Route voice interactions to the best skilled resource"> CE02 Genesys Personalized Routing Inbound Apply personalized routing to voice interactions"> CE03 Genesys Callback Inbound Offer callback to queuing callers"> CE07 Genesys Customer Authentication Self-Service and Automation Identify and verify customers in your IVR"> CE09 Genesys IVR Personalization Self-Service and Automation Increase self-service by personalizing your IVR"> CE10 Genesys Multimodal IVR Self-Service and Automation Present your customers with a visual way to complete or complement voice interactions"> CE11 Genesys Outbound Dialer Outbound Improve customer communications and increase sales conversion using powerful dialer capabilities"> CE12 Genesys SMS & Email Notifications Outbound Use SMS and email to send personalized, timely and relevant notifications to customers."> CE13 Genesys Omnichannel Notifications Outbound Use multiple channels to notify customers"> CE16 Genesys Email Routing Digital Route email interactions to the best skilled resource"> CE18 Genesys Chat Routing Digital Route chat interactions to the best skilled resource"> CE19 Genesys Social Media Routing Digital Engage with your customers through social channels"> CE20 Genesys Personalized Digital Routing Digital Apply personalized routing to digital interactions"> CE21 Genesys Click-to-Call Inbound Enable click-to-call from your website or app to improve service and conversions"> CE22 Genesys Digital Callback Digital Enable customers to request a callback from your website or app"> CE27 Genesys Co-browse Digital Extend web messaging, voice or chat interactions with Co-browse"> CE28

Genesys Knowledge Management Self-Service and Automation Offer FAQs to customers and a knowledge library to employees"> CE29 Genesys SMS Routing Digital Route SMS interactions to the best resource"> CE31 Genesys Chatbots Self-Service and Automation Use chatbots to automate customer conversations and seamlessly hand over to a chat agent when needed."> CE34 Genesys Messaging Digital Offer a powerful new way for customers to connect with you directly in Messages"> CE37 Genesys Predictive Engagement Digital Use AI powered journey analytics to observe website activity, predict visitor outcomes, and proactively engage with prospects and customers via agent-assisted chat, content offer or chatbot."> CE41 Genesys Voicebots Self-Service and Automation Use voicebots to automate customer conversations and seamlessly hand over to an agent if needed."> EE01 Genesys Workforce Scheduling for Voice Workforce Engagement Optimize employee utilization for voice interactions"> EE02 Genesys Omnichannel Workforce Scheduling Workforce Engagement Optimize employee utilization for all digital interactions"> EE03 Genesys Shrinkage Management Workforce Engagement Improve operational effectiveness by better managing agent non-working time"> EE04 Genesys Schedule-based Routing Workforce Engagement Enable schedule-based routing"> EE07 Genesys Voice Recording Workforce Engagement Record voice interactions"> EE08 Genesys Voice and Screen Recording Workforce Engagement Record voice and screen interactions"> EE09 Genesys Quality Management Workforce Engagement Improve employee performance with quality management"> EE10-A Genesys Employee Schedule Preferences Workforce Engagement Empower employees with self-administration of their schedule"> EE10-B Genesys Employee Schedule Preferences Workforce Engagement Empower employees with self-administration of their schedule"> EE10-C Genesys Employee Schedule Preferences Workforce Engagement Empower employees with self-administration of their schedule"> EE10-D Genesys Employee Schedule Preferences Workforce Engagement Empower employees with self-administration of their schedule"> EE11 Genesys Shift Bidding Workforce Engagement Empower employees to influence their schedules"> EE12 Genesys Training and Activity Scheduling Workforce Engagement Manage training, coaching and offline activities scheduling across the workforce"> EE13 Genesys Skills Assessment Workforce Engagement Automate employee skills and capability assessment"> EE14 Genesys Performance Management Workforce Engagement Identify and compare employee performance"> EE15 Genesys Proficiency Development Workforce Engagement Automate personal development plan for employees"> EE16 Genesys Skills Management Workforce Engagement Align employee skills and capability with operational performance"> EE17 Genesys Outsourcer Management Workforce Engagement Manage skills and capabilities of outsourcer employees"> EE19 Genesys Compliance Certification Workforce Engagement Deploy enterprise wide certification programs and fulfill regulatory compliance"> EE20 Genesys Employee Onboarding Workforce Engagement Automate

onboarding for improved speed to competency"> EE21 Genesys IVR Recording Workforce Engagement Record the entire IVR interaction"> EE22 Genesys Speech Analytics Workforce Engagement Gain basic insight into voice interactions using speech analytics"> EE23 Genesys Advanced Text and Speech Analytics Workforce Engagement Achieve deeper operational insights with speech and text Analytics"> EE24 Genesys Text and Speech Analytics for Customer Service Workforce Engagement Mine call recordings for insights to improve agent and customer experiences"> EE25 Genesys Text and Speech Analytics for Compliance Workforce Engagement Enforce compliance and legal responsibilities with speech and text analytics"> EE26 Genesys Back-office Scheduling Workforce Engagement Optimize utilization for back-office and task-based workers"> EE27 Genesys WFM Third-Party Integration Workforce Engagement Enable bi-directional Integration of WFM with 3rd party systems"> EE28 Genesys Task-based Scheduling Workforce Engagement Control the scheduling of the sequence of task agents work on"> EE29 Genesys Compliance Recording Workforce Engagement Enable your contact center to meet quality and/ or regulatory compliance requirement"> EE30 Genesys Selective Recording Workforce Engagement Deliver selective recording of your agents based on metadata for review purposes"> SL06 Genesys Predictive Routing for Sales Inbound Place revenue generation at the center of your routing decisions by using AI to match each customer opportunity with the best agent