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Genesys Engage On-Premises Use Cases

Genesys Engage on-premises Use Case Benefits

This page lists all Genesys Engage on-premises business benefits and the corresponding use case documents that help realize those benefits.

- Improved Agent Adherence
 - 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
 - Improved Net Promoter Score
 - Increased Contact Rate
 - Increased Response Rates
 - Increased Revenue
 - Reduced Administration Costs
 - Reduced Customer Churn
 - Reduced Deployment Costs
- Reduced Employee Attrition
 - Reduced Handle Time
 - Reduced Interaction Abandonment
 - Reduced Interaction Transfers
 - Reduced IT Operational Costs
 - Reduced Overtime Costs
 - Reduced Penalties and Fines
 - Reduced Transfers
 - Reduced Volume of Interactions



Improved Agent Adherence

- Genesys Workforce Scheduling for Voice



Improved Agent Competency

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- Genesys Personalized Task Distribution
 - Genesys Skills Assessment
 - Genesys Performance Management
 - Genesys Proficiency Development
 - Genesys Skills Management
 - Genesys Outsourcer Management
 - Genesys Compliance Certification
 - Genesys Employee Onboarding



Improved Containment Rate

- Genesys Customer Authentication
- Genesys IVR Personalization
- Genesys Chatbots
- Genesys Voicebots



Improved Conversion Rates

- Genesys Outbound Dialer
- Genesys SMS & Email Notifications
- Genesys Predictive Engagement
- Genesys Speech Analytics



Improved Customer Experience

- Genesys Work and Lead Distribution
- Genesys Task Distribution-Workgroup
- Genesys Personalized Task Distribution
- Genesys Predictive Routing for Customer Service
- Genesys Call Routing
- Genesys Personalized Routing
- Genesys Callback
- Genesys Customer Authentication
- Genesys IVR Personalization
- Genesys Multimodal IVR
- Genesys SMS & Email Notifications
- Genesys Email Routing
- Genesys Social Media Routing
- Genesys Personalized Digital Routing
- Genesys Click-to-Call
- Genesys Digital Callback
- Genesys Co-browse
- Genesys Knowledge

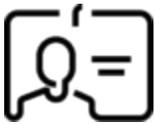
- Management
- Genesys Chatbots
- Genesys Messaging
- Genesys Predictive Engagement
- Genesys Voicebots
- Genesys Quality Management
- Genesys Skills Assessment

- Genesys Performance Management
- Genesys Skills Management
- Genesys Outsourcer Management
- Genesys IVR Recording
- Genesys Speech Analytics
- Genesys Advanced Text and Speech Analytics

- Genesys Task-based Scheduling
- Genesys Compliance Recording
- Genesys Predictive Routing for Sales

Improved Employee Occupancy

- Genesys Dynamic Case Management



Improved Employee Productivity

- Genesys Predictive Engagement



Improved Employee Satisfaction

- Genesys Dynamic Case Management
- Genesys Quality Management
- Genesys Employee Schedule Preferences
- Genesys Employee Schedule Preferences
- Genesys Employee Schedule Preferences
- Genesys Shift Bidding
- Genesys Training and Activity Scheduling
- Genesys Predictive Routing for Sales



Improved Employee Utilization

- Genesys Work and Lead Distribution
- Genesys Task Distribution-
- Workgroup
- Genesys Personalized Task Distribution
- Genesys Personalized Routing
- Genesys Callback

- Genesys Outbound Dialer
- Genesys SMS & Email Notifications
- Genesys Omnichannel Notifications
- Genesys Email Routing
- Genesys Chat Routing
- Genesys Social Media Routing
- Genesys Digital Callback

- Genesys Knowledge Management
- Genesys SMS Routing
- Genesys Workforce Scheduling for Voice
- Genesys Omnichannel Workforce Scheduling
- Genesys Shrinkage Management
- Genesys Schedule-based

- Routing
- Genesys Employee Schedule Preferences
 - Genesys Skills Assessment
 - Genesys Advanced Text and Speech Analytics
 - Genesys Back-office Scheduling
 - Genesys Task-based Scheduling



Improved First Contact Resolution

- Genesys Personalized Task Distribution
- Genesys Predictive Routing for Customer Service
- Genesys KPI Insights
- Genesys Call Routing
- Genesys Callback
- Genesys IVR Personalization
- Genesys Multimodal IVR

- Genesys Email Routing
- Genesys Chat Routing
- Genesys Social Media Routing
- Genesys Personalized Digital Routing
- Genesys Click-to-Call
- Genesys Digital Callback
- Genesys Co-browse

- Genesys Knowledge Management
- Genesys Chatbots
- Genesys Messaging
- Genesys Voicebots
- Genesys Quality Management
- Genesys Speech Analytics



Improved Insights and Visibility

- Genesys Dynamic Case Management
- Genesys Advanced Text and Speech Analytics



Improved Net Promoter Score

- Genesys Dynamic Case Management



Increased Contact Rate

- Genesys Outbound Dialer



Increased Response Rates

- Genesys Dynamic Case Management
- Genesys Text and Speech Analytics for Customer Service



Increased Revenue

- Genesys Work and Lead Distribution
- Genesys KPI Insights
- Genesys Call Routing
- Genesys Personalized Routing
- Genesys Omnichannel Notifications
- Genesys Chat Routing
- Genesys Social Media Routing
- Genesys Personalized Digital Routing
- Genesys Click-to-Call
- Genesys Digital Callback
- Genesys Co-browse
- Genesys Messaging
- Genesys Predictive Engagement
- Genesys Quality Management
- Genesys Advanced Text and Speech Analytics
- Genesys Text and Speech Analytics for Customer Service
- Genesys Predictive Routing for Sales



Reduced Administration Costs

- Genesys Work and Lead Distribution
- Genesys Task Distribution-Workgroup
- Genesys Personalized Task Distribution
- Genesys KPI Insights
- Genesys Social Media Routing
- Genesys Messaging
- Genesys Workforce Scheduling for Voice
- Genesys Omnichannel Workforce Scheduling
- Genesys Shrinkage

- Management
- Genesys Employee Schedule Preferences
 - Genesys Shift Bidding
 - Genesys Training and Activity Scheduling
 - Genesys Skills Assessment
 - Genesys Performance

- Management
- Genesys Proficiency Development
 - Genesys Skills Management
 - Genesys Compliance Certification
 - Genesys Advanced Text and Speech Analytics
 - Genesys Back-office Scheduling
 - Genesys WFM Third-Party Integration
 - Genesys Selective Recording



Reduced Customer Churn

- Genesys Outbound Dialer
- Genesys Predictive Routing for Sales



Reduced Deployment Costs

- Genesys Voice Recording
- Genesys Voice and Screen Recording



Reduced Employee Attrition

- Genesys Work and Lead Distribution
- Genesys Task Distribution-Workgroup
- Genesys Predictive Routing for Customer Service
- Genesys Workforce Scheduling for Voice
- Genesys Omnichannel Workforce Scheduling
- Genesys Shrinkage Management

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- Genesys Schedule-based Routing
 - Genesys Skills Assessment
 - Genesys Proficiency Development
 - Genesys Employee Onboarding



Reduced Handle Time

- Genesys Predictive Routing for Customer Service
- Genesys Dynamic Case Management
- Genesys Call Routing
- Genesys Personalized Routing
- Genesys Callback
- Genesys Customer Authentication
- Genesys IVR Personalization
- Genesys Multimodal IVR
- Genesys Email Routing
- Genesys Chat Routing
- Genesys Personalized Digital Routing
- Genesys Click-to-Call
- Genesys Digital Callback
- Genesys Co-browse
- Genesys Knowledge Management
- Genesys SMS Routing
- Genesys Predictive Engagement
- Genesys Schedule-based Routing
- Genesys Quality Management
- Genesys Speech Analytics



Reduced Interaction Abandonment

- Genesys Callback
- Genesys Customer Authentication
- Genesys IVR Personalization



Reduced Interaction Transfers

- Genesys Task Distribution-Workgroup
- Genesys Personalized Task Distribution
- Genesys KPI Insights
- Genesys Personalized Digital Routing



Reduced IT Operational Costs

- Genesys Multimodal IVR
- Genesys Voicebots
- Genesys Selective Recording



Reduced Overtime Costs

- Genesys Workforce Scheduling for Voice
- Genesys Schedule-based Routing
- Genesys Back-office Scheduling



Reduced Penalties and Fines

- Genesys Task Distribution-Workgroup
- Genesys Omnichannel Notifications
- Genesys Voice Recording
- Genesys Voice and Screen Recording
- Genesys Shift Bidding
- Genesys Compliance Certification
- Genesys IVR Recording
- Genesys Text and Speech Analytics for Compliance
- Genesys Compliance Recording



Reduced Transfers

- Genesys Call Routing
- Genesys Personalized Routing
- Genesys SMS Routing



Reduced Volume of Interactions

- Genesys Outbound Dialer
- Genesys SMS & Email Notifications
- Genesys Omnichannel Notifications
- Genesys Knowledge Management
- Genesys Speech Analytics