



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Engage On-Premises Use Cases

Genesys Engage on-premises Use Case Benefits

7/26/2024

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

-
- 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

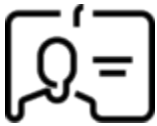
- Management
- Genesys Chatbots
- Genesys Messaging
- Genesys Predictive Engagement
- Genesys Voicebots
- Genesys Quality Management
- Genesys Skills Assessment

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



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 Employee Schedule Preferences
 - Genesys Employee Schedule Preferences
 - 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

-
- 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