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# Genesys Engage On-Premises Use Cases

Genesys Engage on-premises Use Case Benefits

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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

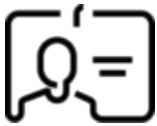
- Management
- Genesys Chatbots
- Genesys Messaging
- Genesys Predictive Engagement
- Genesys Voicebots
- Genesys Quality Management
- Genesys Skills Assessment

- 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 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

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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



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## Reduced Volume of Interactions

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