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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

- 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

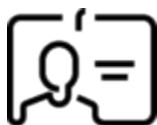
- Genesys Personalized Routing
- Genesys Callback
- Genesys Customer Authentication
- Genesys IVR Personalization
- Genesys Multimodal IVR
- Genesys SMS & Email Notifications

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

<p>Management</p> <ul style="list-style-type: none">• Genesys Chatbots• Genesys Messaging• Genesys Predictive Engagement• Genesys Voicebots• Genesys Quality Management• Genesys Skills Assessment	<ul style="list-style-type: none">• Genesys Performance Management• Genesys Skills Management• Genesys Outsourcer Management• Genesys IVR Recording• Genesys Speech Analytics• Genesys Advanced Text and Speech Analytics	<ul style="list-style-type: none">• Genesys Task-based Scheduling• Genesys Compliance Recording• Genesys Predictive Routing for Sales
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Improved Employee Occupancy

- Genesys Dynamic Case Management



Improved Employee Productivity

- Genesys Predictive Engagement



Improved Employee Satisfaction

<ul style="list-style-type: none">• Genesys Dynamic Case Management• Genesys Quality Management• Genesys Employee Schedule Preferences	<ul style="list-style-type: none">• Genesys Employee Schedule Preferences• Genesys Employee Schedule Preferences• Genesys Employee Schedule Preferences	<ul style="list-style-type: none">• Genesys Shift Bidding• Genesys Training and Activity Scheduling• Genesys Predictive Routing for Sales
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Improved Employee Utilization

<ul style="list-style-type: none">• Genesys Work and Lead Distribution• Genesys Task Distribution-	<p>Workgroup</p> <ul style="list-style-type: none">• Genesys Personalized Task Distribution	<ul style="list-style-type: none">• Genesys Personalized Routing• Genesys Callback
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- 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



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

- Management
- 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

- 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



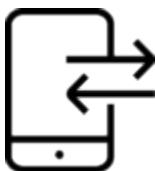
Reduced Overtime Costs

- 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