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Genesys Engage On-Premises Use Cases

Genesys Engage on-premises Use Case Benefits

7/26/2025

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

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| <ul style="list-style-type: none">• 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 | <p>Utilization</p> <ul style="list-style-type: none">• 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 | <ul style="list-style-type: none">• 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 |
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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
-

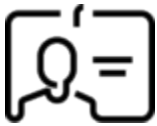
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- Management
- Genesys Chatbots
 - Genesys Messaging
 - Genesys Predictive Engagement
 - Genesys Voicebots
 - Genesys Quality Management
 - Genesys Skills Assessment

- 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-
- 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

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- 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



Reduced Volume of Interactions

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