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Genesys Engage On-Premises Use Cases

Genesys Workforce Engagement



Genesys Workforce Engagement Use Cases for Genesys Engage on-premises

Sort or search the table to find the use case you need to edit. Click the title link to go to the use case.

Use Case	Subtitle
> Genesys Workforce Scheduling for Voice (EE01) Optimize employee utilization for voice interactions	> Genesys Omnichannel Workforce Scheduling (EE02) Optimize employee utilization for all digital interactions
> Genesys Shrinkage Management (EE03) Improve operational effectiveness by better managing agent non-working time	> Genesys Schedule-based Routing (EE04) Enable schedule-based routing
> Genesys Voice Recording (EE07) Record voice interactions	> Genesys Voice and Screen Recording (EE08) Record voice and screen interactions
> Genesys Quality Management (EE09) Improve employee performance with quality management	> Genesys Employee Schedule Preferences (EE10-A) Empower employees with self-administration of their schedule
> Genesys Employee Schedule Preferences (EE10-B) Empower employees with self-administration of their schedule	> Genesys Employee Schedule Preferences (EE10-C) Empower employees with self-administration of their schedule
> Genesys Employee Schedule Preferences (EE10-D) Empower employees with self-administration of their schedule	> Genesys Shift Bidding (EE11) Empower employees to influence their schedules
> Genesys Training and Activity Scheduling (EE12) Manage training, coaching and offline activities scheduling across the workforce	> Genesys Skills Assessment (EE13) Automate employee skills and capability assessment
> Genesys Performance Management (EE14) Identify and compare employee performance	> Genesys Proficiency Development (EE15) Automate personal development plan for employees
> Genesys Skills Management (EE16) Align employee skills and capability with operational performance	> Genesys Outsourcer Management (EE17) Manage skills and capabilities of outsourcer employees
> Genesys Compliance Certification (EE19) Deploy enterprise wide certification programs and fulfill regulatory compliance	> Genesys Employee Onboarding (EE20) Automate onboarding for improved speed to competency
> Genesys IVR Recording (EE21)	

Record the entire IVR interaction"> Genesys Speech Analytics (EE22) Gain basic insight into voice interactions using speech analytics"> Genesys Advanced Text and Speech Analytics (EE23) Achieve deeper operational insights with speech and text Analytics"> Genesys Text and Speech Analytics for Customer Service (EE24) Mine call recordings for insights to improve agent and customer experiences"> Genesys Text and Speech Analytics for Compliance (EE25) Enforce compliance and legal responsibilities with speech and text analytics"> Genesys Back-office Scheduling (EE26) Optimize utilization for back-office and task-based workers"> Genesys WFM Third-Party Integration (EE27) Enable bi-directional Integration of WFM with 3rd party systems"> Genesys Task-based Scheduling (EE28) Control the scheduling of the sequence of task agents work on"> Genesys Compliance Recording (EE29) Enable your contact center to meet quality and/ or regulatory compliance requirement"> Genesys Selective Recording (EE30) Deliver selective recording of your agents based on metadata for review purposes

