



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
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"> 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"> Genesys Agent Assist (EE31) Monitor customer and agent conversations to provide the agent with contextually relevant suggestions.

