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Genesys Engage On-Premises Use Cases

12/9/2023

Explore all Genesys Engage On-Premises use cases. See the first tab (**All**) for a full list of use cases, or filter by product category.

All

Sort or search the table to find the use case you want to view, then click the title.

ID	Title	Product Category	Subtitle
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"> BO02 Genesys Work and Lead Distribution Digital Optimizing work distribution across the enterprise to deliver all promises on time"> BO03 Genesys Task Distribution-Workgroup Digital Optimize tasks sent to workbins"> BO04 Genesys Personalized Task Distribution Digital Push tasks to workers' personal queues based on multiple data sources"> BO06 Genesys Predictive Routing for Customer Service Inbound Place CX and agent efficiency at the center of your routing decisions using AI to match each customer interaction with the best agent"> BO07 Genesys KPI Insights Inbound Monitor and analyze interaction data to detect addressable service level anomalies"> BO11 Genesys Dynamic Case Management Digital Combine Genesys Omnichannel customer experience with Dynamic Case Management to support human-centric automation, continuous innovation and transformation."> CE01 Genesys Call Routing Inbound Route voice interactions to the best skilled resource"> CE02 Genesys Personalized Routing Inbound Apply personalized routing to voice interactions"> CE03 Genesys Callback Inbound Offer callback to queuing callers"> CE07 Genesys Customer Authentication Self-Service and Automation Identify and verify customers in your IVR"> CE09 Genesys IVR Personalization Self-Service and Automation Increase self-service by personalizing your IVR"> CE10 Genesys Multimodal IVR Self-Service and Automation Present your customers with a visual way to complete or complement voice interactions"> CE11 Genesys Outbound Dialer Outbound Improve customer communications and increase sales conversion using powerful dialer capabilities"> CE12 Genesys SMS & Email Notifications Outbound Use SMS and email to send personalized, timely and relevant notifications to customers."> CE13 Genesys Omnichannel Notifications

Outbound Use multiple channels to notify customers"> CE16 Genesys Email Routing Digital Route email interactions to the best skilled resource"> CE18 Genesys Chat Routing Digital Route chat interactions to the best skilled resource"> CE19 Genesys Social Media Routing Digital Engage with your customers through social channels"> CE20 Genesys Personalized Digital Routing Digital Apply personalized routing to digital interactions"> CE21 Genesys Click-to-Call Inbound Enable click-to-call from your website or app to improve service and conversions"> CE22 Genesys Digital Callback Digital Enable customers to request a callback from your website or app"> CE27 Genesys Co-browse Digital Extend web messaging, voice or chat interactions with Co-browse"> CE28 Genesys Knowledge Management Self-Service and Automation Offer FAQs to customers and a knowledge library to employees"> CE29 Genesys SMS Routing Digital Route SMS interactions to the best resource"> CE31 Genesys Chatbots Self-Service and Automation Use chatbots to automate customer conversations and seamlessly hand over to a chat agent when needed."> CE34 Genesys Messaging Digital Offer a powerful new way for customers to connect with you directly in Messages"> CE37 Genesys Predictive Engagement Digital Use AI powered journey analytics to observe website activity, predict visitor outcomes, and proactively engage with prospects and customers via agent-assisted chat, content offer or chatbot."> CE41 Genesys Voicebots Self-Service and Automation Use voicebots to automate customer conversations and seamlessly hand over to an agent if needed."> EE01 Genesys Workforce Scheduling for Voice Workforce Engagement Optimize employee utilization for voice interactions"> EE02 Genesys Omnichannel Workforce Scheduling Workforce Engagement Optimize employee utilization for all digital interactions"> EE03 Genesys Shrinkage Management Workforce Engagement Improve operational effectiveness by better managing agent non-working time"> EE04 Genesys Schedule-based Routing Workforce Engagement Enable schedule-based routing"> EE07 Genesys Voice Recording Workforce Engagement Record voice interactions"> EE08 Genesys Voice and Screen Recording Workforce Engagement Record voice and screen interactions"> EE09 Genesys Quality Management Workforce Engagement Improve employee performance with quality management"> EE10-A Genesys Employee Schedule Preferences Workforce Engagement Empower employees with self-administration of their schedule"> EE10-B Genesys Employee Schedule Preferences Workforce Engagement Empower employees with self-administration of their schedule"> EE10-C Genesys Employee Schedule Preferences Workforce Engagement Empower employees with self-administration of their schedule"> EE10-D Genesys Employee Schedule Preferences Workforce Engagement Empower employees with self-administration of their schedule"> EE11 Genesys Shift Bidding Workforce Engagement Empower employees to influence their schedules"> EE12 Genesys Training and Activity Scheduling Workforce Engagement Manage training, coaching and offline activities scheduling across the workforce"> EE13 Genesys Skills Assessment Workforce Engagement

Automate employee skills and capability assessment"> EE14 Genesys Performance Management Workforce Engagement Identify and compare employee performance"> EE15 Genesys Proficiency Development Workforce Engagement Automate personal development plan for employees"> EE16 Genesys Skills Management Workforce Engagement Align employee skills and capability with operational performance"> EE17 Genesys Outsourcer Management Workforce Engagement Manage skills and capabilities of outsourcer employees"> EE19 Genesys Compliance Certification Workforce Engagement Deploy enterprise wide certification programs and fulfill regulatory compliance"> EE20 Genesys Employee Onboarding Workforce Engagement Automate onboarding for improved speed to competency"> EE21 Genesys IVR Recording Workforce Engagement Record the entire IVR interaction"> EE22 Genesys Speech Analytics Workforce Engagement Gain basic insight into voice interactions using speech analytics"> EE23 Genesys Advanced Text and Speech Analytics Workforce Engagement Achieve deeper operational insights with speech and text Analytics"> EE24 Genesys Text and Speech Analytics for Customer Service Workforce Engagement Mine call recordings for insights to improve agent and customer experiences"> EE25 Genesys Text and Speech Analytics for Compliance Workforce Engagement Enforce compliance and legal responsibilities with speech and text analytics"> EE26 Genesys Back-office Scheduling Workforce Engagement Optimize utilization for back-office and task-based workers"> EE27 Genesys WFM Third-Party Integration Workforce Engagement Enable bi-directional Integration of WFM with 3rd party systems"> EE28 Genesys Task-based Scheduling Workforce Engagement Control the scheduling of the sequence of task agents work on"> EE29 Genesys Compliance Recording Workforce Engagement Enable your contact center to meet quality and/ or regulatory compliance requirement"> EE30 Genesys Selective Recording Workforce Engagement Deliver selective recording of your agents based on metadata for review purposes"> SL06 Genesys Predictive Routing for Sales Inbound Place revenue generation at the center of your routing decisions by using AI to match each customer opportunity with the best agent

Digital

Sort or search the table to find the Digital use case you want to view, then click the title.

Use Case	Subtitle
Use Case	Subtitle

"> Genesys Work and Lead Distribution (BO02) Optimizing work distribution

across the enterprise to deliver all promises on time"> Genesys Task Distribution-Workgroup (BO03) Optimize tasks sent to workbins"> Genesys Personalized Task Distribution (BO04) Push tasks to workers' personal queues based on multiple data sources"> Genesys Dynamic Case Management (BO11) Combine Genesys Omnichannel customer experience with Dynamic Case Management to support human-centric automation, continuous innovation and transformation."> Genesys Email Routing (CE16) Route email interactions to the best skilled resource"> Genesys Chat Routing (CE18) Route chat interactions to the best skilled resource"> Genesys Social Media Routing (CE19) Engage with your customers through social channels"> Genesys Personalized Digital Routing (CE20) Apply personalized routing to digital interactions"> Genesys Digital Callback (CE22) Enable customers to request a callback from your website or app"> Genesys Co-browse (CE27) Extend web messaging, voice or chat interactions with Co-browse"> Genesys SMS Routing (CE29) Route SMS interactions to the best resource"> Genesys Messaging (CE34) Offer a powerful new way for customers to connect with you directly in Messages"> Genesys Predictive Engagement (CE37) Use AI powered journey analytics to observe website activity, predict visitor outcomes, and proactively engage with prospects and customers via agent-assisted chat, content offer or chatbot.



Self-service and automation

Sort or search the table to find the Self-Service and Automation use case you want to view, then click the title.

Use Case	Subtitle
Use Case	Subtitle

"> Genesys Customer Authentication (CE07) Identify and verify customers in your IVR"> Genesys IVR Personalization (CE09) Increase self-service by personalizing your IVR"> Genesys Multimodal IVR (CE10) Present your customers with a visual way to complete or complement voice interactions"> Genesys

Knowledge Management (CE28) Offer FAQs to customers and a knowledge library to employees"> Genesys Chatbots (CE31) Use chatbots to automate customer conversations and seamlessly hand over to a chat agent when needed."> Genesys Voicebots (CE41) Use voicebots to automate customer conversations and seamlessly hand over to an agent if needed.



Inbound

Sort or search the table to find the Inbound use case you want to view, then click the title.

Use Case	Subtitle
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"> Genesys Predictive Routing for Customer Service (BO06) Place CX and agent efficiency at the center of your routing decisions using AI to match each customer interaction with the best agent"> Genesys KPI Insights (BO07) Monitor and analyze interaction data to detect addressable service level anomalies"> Genesys Call Routing (CE01) Route voice interactions to the best skilled resource"> Genesys Personalized Routing (CE02) Apply personalized routing to voice interactions"> Genesys Callback (CE03) Offer callback to queuing callers"> Genesys Click-to-Call (CE21) Enable click-to-call from your website or app to improve service and conversions"> Genesys Predictive Routing for Sales (SL06) Place revenue generation at the center of your routing decisions by using AI to match each customer opportunity with the best agent



Outbound

Sort or search the table to find the Outbound use case you want to view, then click the title.

Use Case	Subtitle
Use Case	Subtitle

"> Genesys Outbound Dialer (CE11) Improve customer communications and increase sales conversion using powerful dialer capabilities"> Genesys SMS & Email Notifications (CE12) Use SMS and email to send personalized, timely and relevant notifications to customers."> Genesys Omnichannel Notifications (CE13) Use multiple channels to notify customers



Workforce engagement

Sort or search the table to find the Workforce Engagement use case you want to view, then click the title.

Use Case	Subtitle
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



Open Platform

Sort or search the table to find the Open Platform use case you want to view, then click the title.

No results

