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PureConnect Use Cases

PureConnect Use Case Benefits

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This page lists all PureConnect business benefits and the corresponding use case documents that help realize those benefits.

- Improved Agent Competency
- Improved Containment Rate
- Improved Conversion Rates
- Improved Customer Experience
- Improved Employee Productivity
- Improved Employee Utilization
- Improved First Contact

- Resolution
- Improved Insights and Visibility
 - 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 Penalties and Fines
- Reduced Transfers
- Reduced Volume of Interactions



Improved Agent Competency

- Genesys Voice and Screen Recording
- Genesys Quality Management



Improved Containment Rate

- Genesys Customer Authentication
- Genesys IVR Personalization

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- Genesys Chatbots

- Genesys Voicebots



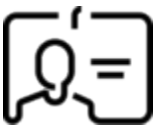
Improved Conversion Rates

- Genesys Outbound Dialer
- Genesys Predictive Engagement



Improved Customer Experience

- Genesys Work and Lead Distribution
- Genesys Dynamic Case Management
- Genesys Call Routing
- Genesys Personalized Routing
- Genesys Callback
- Genesys Customer Authentication
- Genesys Voice Payment
- Genesys IVR Personalization
- Genesys Email Routing
- Genesys Social Media Routing
- Genesys Digital Callback
- Genesys Chatbots
- Genesys Predictive Engagement
- Genesys Voicebots
- Genesys Voice and Screen Recording
- Genesys Quality Management



Improved Employee Productivity

- Genesys Predictive Engagement



Improved Employee Utilization

- Genesys Work and Lead Distribution
- Genesys Dynamic Case Management
- Genesys Personalized Routing
- Genesys Callback

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- Genesys Outbound Dialer
 - Genesys Email Routing
 - Genesys Chat Routing
 - Genesys Social Media Routing
 - Genesys Digital Callback
 - Genesys SMS Routing



Improved First Contact Resolution

- Genesys KPI Insights
- Genesys Call Routing
- Genesys Callback
- Genesys IVR Personalization
- Genesys Email Routing
- Genesys Chat Routing
- Genesys Social Media Routing
- Genesys Digital Callback
- Genesys Chatbots
- Genesys Voicebots



Improved Insights and Visibility

- Genesys Dynamic Case Management



Increased Contact Rate

- Genesys Outbound Dialer



Increased Response Rates

- Genesys Dynamic Case Management



Increased Revenue

- Genesys Work and Lead Distribution
- Genesys KPI Insights
- Genesys Call Routing
- Genesys Personalized Routing
- Genesys Voice Payment
- Genesys Chat Routing
- Genesys Social Media Routing
- Genesys Digital Callback
- Genesys Predictive Engagement
- Genesys Quality Management



Reduced Administration Costs

- Genesys Work and Lead Distribution
- Genesys KPI Insights
- Genesys Social Media Routing
- Genesys Business Communications



Reduced Customer Churn

- Genesys Outbound Dialer



Reduced Deployment Costs

- Genesys Voice Payment
- Genesys Business Communications



Reduced Employee Attrition

- Genesys Work and Lead Distribution



Reduced Handle Time

- Genesys Call Routing
- Genesys Personalized Routing
- Genesys Callback
- Genesys Customer Authentication
- Genesys IVR Personalization
- Genesys Email Routing
- Genesys Chat Routing
- Genesys Digital Callback
- Genesys SMS Routing
- Genesys Predictive Engagement



Reduced Interaction Abandonment

- Genesys Callback
- Genesys Customer Authentication
- Genesys Voice Payment
- Genesys IVR Personalization



Reduced Interaction Transfers

- Genesys KPI Insights



Reduced IT Operational Costs

- Genesys Voicebots
- Genesys Voice Recording
- Genesys Business Communications



Reduced Penalties and Fines

- Genesys Dynamic Case Management
- Genesys Voice Recording
- Genesys Voice and Screen Recording
- Genesys Voice Payment



Reduced Transfers

- Genesys Call Routing
- Genesys Personalized Routing
- Genesys SMS Routing



Reduced Volume of Interactions

- Genesys Outbound Dialer