



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

PureConnect Use Cases

PureConnect Use Case Benefits

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

- Genesys Chatbots
- Genesys Voicebots



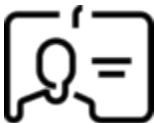
Improved Conversion Rates

- 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

- 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 Payment
- Genesys Voice Recording
- Genesys Voice and Screen Recording



Reduced Transfers

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



Reduced Volume of Interactions

- Genesys Outbound Dialer