



PureConnect Use Cases

Genesys Shrinkage Management (EE03) for PureConnect

5/8/2021

Important

The Optimizer Use Case for PureConnect is not available. Please reference the Genesys Shrinkage Management (EE03) for Genesys Engage on-premises product and use case as a Workforce Engagement Management option.

Improve operational effectiveness by better managing agent non-working time

What's the challenge?

Your contact center has many locations, time zones, and employees. Managing shrinkage with a spreadsheet based approach isn't working. Shrinkage is eroding the amount of time agents spend handling customer interactions which leads to increased operational expense, reduced service levels, and customer churn.

What's the solution?

Genesys WFM Solution improves forecast and schedule accuracy by including shrinkage in the plan. Schedule adherence, a primary cause of shrinkage, tracks variances between target and actual employee availability. With accurate workforce scheduling you can deliver higher service levels at lower operating costs.

Other offerings:

Genesys Engage cloud Genesys Engage on-premises

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Use Case Overview

Story and Business Context

Use Case Benefits*

The following benefits are based on benchmark information captured from Genesys customers and may vary based on industry, lines of business or Genesys product line: *Info needed.*

Summary

Use Case Definition

Info needed.

Business and Distribution Logic

Business Logic

User Interface & Reporting?

Reporting

Customer-facing Considerations

Interdependencies

All required, alternate, and optional use cases are listed here, as well as any exceptions.

All of the following required:	At least one of the following required:	Optional	Exceptions
None	None	None	None

Document Version

- Version **V 1.0.0** last updated **May 8, 2021**