



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

Genesys Speech Analytics (EE22) for PureConnect

9/18/2024

Important

The Optimizer Use Case for PureConnect is not available. Please reference Genesys Speech Analytics (EE22) for Genesys Engage on-premises product and use case as a Workforce Engagement Management option.

Gain basic insight into voice interactions using speech analytics

What's the challenge?

Organizations that record all or a portion of their calls amass a significant amount of data in those recordings. The difficulty lies in sifting through thousands of hours of dialog to find what's most important - a task that's impossible without automation.

What's the solution?

It starts by automating the transcription of your calls. From there, you can discover trends such as frequency and changes in frequency of words and phrases. Use the search function if you're looking for something specific.

Other offerings:

Genesys Engage on-premises

Contents

- [1 What's the challenge?](#)
- [2 What's the solution?](#)
- [3 Use Case Overview](#)
 - [3.1 Story and Business Context](#)
 - [3.2 Use Case Benefits*](#)
 - [3.3 Summary](#)
- [4 Use Case Definition](#)
 - [4.1 Business and Distribution Logic](#)

-
- 5 User Interface & Reporting
 - 5.1 Reporting
 - 6 Customer-facing Considerations
 - 6.1 Interdependencies
 - 6.2 Document Version

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

-