GENESYS™

PureConnect Use Cases

Genesys Workforce Engagement

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Genesys Workforce Engagement Use Cases for PureConnect

Sort or search the table to find the use case you need to edit. Click the title link to go to the use case.

Use Case	Subtitle
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"> 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 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 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