



PureConnect Use Cases

Genesys Workforce Scheduling for Voice (EE01) for PureConnect

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Contents

- 1 What's the challenge?
- 2 What's the solution?
- 3 Story and Business Context
- 4 Use Case Benefits
 - 4.1 Summary
- 5 Use Case Definition
 - 5.1 Business Flow
- 6 For more details

Optimize employee utilization for voice interactions

What's the challenge?

Optimizing employees' schedules is a tricky balance. Under staff, and customer experience can suffer as wait times climb, SLAs slip, and agents feel pressured. Over staff, and high workforce costs cut into your bottom line. Without easy, accurate forecasts, it's hard to schedule your workforce effectively.

What's the solution?

Find the right balance. Your Genesys solution automatically gathers data, making it easy to get accurate forecasts and scheduling scenarios across queues and activities. Factor in agent skills and contract rules to cover your bases, and get real-time insight and monitoring into SLAs and schedule adherence.

Story and Business Context

Use Case Benefits

Info needed.

Summary

Use Case Definition

Business Flow

Business Flow Description

For more details

For additional details, contact your Genesys Sales Representative by filing out the form or for immediate assistance call us: 1-888-Genesys.