

Genesys Cloud AI for Supervisors

Genesys Cloud Supervisor Copilot and Genesys Cloud Virtual Supervisor

Genesys Cloud Supervisor Copilot and Genesys Cloud Virtual Supervisor are artificial intelligence (AI)-powered capabilities that transform how supervisors manage, evaluate and support contact center teams. With real-time summaries, intelligent scoring and contextual understanding, these tools reduce manual QA work while improving consistency and effectiveness.

Supervisor Copilot assists with post interactions tasks — like multilingual translation, summarization and guidance — while Virtual Supervisor automates evaluation scoring based on QM-defined prompts and criteria. Together, they help supervisors act faster, coach smarter and scale quality oversight without sacrificing accuracy or fairness.

Solution overview

Genesys Cloud AI for Supervisors empowers team leaders to focus on strategy, not spreadsheets. Supervisor Copilot enhances management processes with tools like on-demand interaction translation and post-call summaries. Virtual Supervisor takes it further — automatically answering

Benefits

Summarizes conversations for faster reviews and coaching.

Scores evaluations with context-aware AI and justifications.

Automates repetitive QA tasks to save supervisor time.

Boosts consistency, fairness and compliance in evaluations.



quality and performance evaluation questions using AI that understands intent and compliance. It applies contextual prompts from QM teams to deliver justifiable, reliable scores reasoning. Supervisors stay in the loop and gain better visibility across more interactions without the burden of manual reviews. The result? Stronger performance, faster insights and a more engaged, supported agent workforce.

Benefits

- Streamlines supervisor workflows: Supervisor Copilot automates time-consuming tasks like call summaries, translation and post-call documentation, freeing up time for strategic coaching and team development. Virtual Supervisor takes the pressure off QA teams by autoscoreing interactions using contextual AI aligned with predefined evaluation criteria.
- Drives consistency and fairness in evaluations: Virtual Supervisor evaluates interactions using the same logic and criteria, reducing human bias and ensuring every agent is held to consistent standards. This fosters trust among teams and strengthens compliance.
- Enhances visibility into team performance: By scoring more interactions and surfacing summaries and sentiment trends, supervisors get a clearer picture of agent performance, emerging issues and training needs without manually reviewing hours of audio or transcripts.
- Delivers contextual justifications for every score: Virtual Supervisor doesn't just give a score — it shows its reasoning. Each answer is backed by AI-driven insights tied to QM prompts, ensuring evaluations are accurate, explainable and auditable.
- Supports continuous coaching and development: Insights from Supervisor Copilot and Virtual Supervisor inform coaching workflows or personalized learning, creating a feedback loop that helps agents grow and perform their best.



The Genesys advantage

Unified AI across supervisor and agent journeys

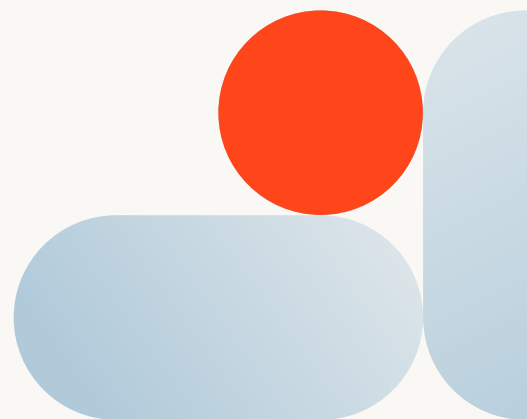
Genesys Cloud AI connects supervisor, agent and customer touchpoints to create one intelligent, insight-driven experience.

Context-aware scoring with transparent justification

AI understands nuances — scoring based on intent and sentiment, not just keywords — and explains why it gave each score. Lorem ipsum dolor sit amet

Real-time and post-interaction intelligence

From live translation to post-call summaries, Genesys Cloud AI supports supervisors every step of the way — not just after the fact.



About Genesys

Genesys empowers more than 8,000 organizations in over 100 countries to improve loyalty and business outcomes by creating the best experiences for their customers and employees. Through Genesys Cloud, the AI-Powered Experience Orchestration platform, Genesys delivers the future of CX to organizations of all sizes so they can provide empathetic, personalized experience at scale. As the trusted platform that is born in the cloud, Genesys Cloud helps organizations accelerate growth by enabling them to differentiate with the right customer experience at the right time, while driving stronger workforce engagement, efficiency and operational improvements.

Visit us at genesys.com or call us at +1.888.436.3797.
Genesys and the Genesys logo are registered trademarks of Genesys.
All other company names and logos may be trademarks or registered trademarks of their respective holders. © 2025 Genesys.
All rights reserved.