

# Webinar

>> Thursday 17th January 2019

## How to Knock 20 Seconds Off Your AHT

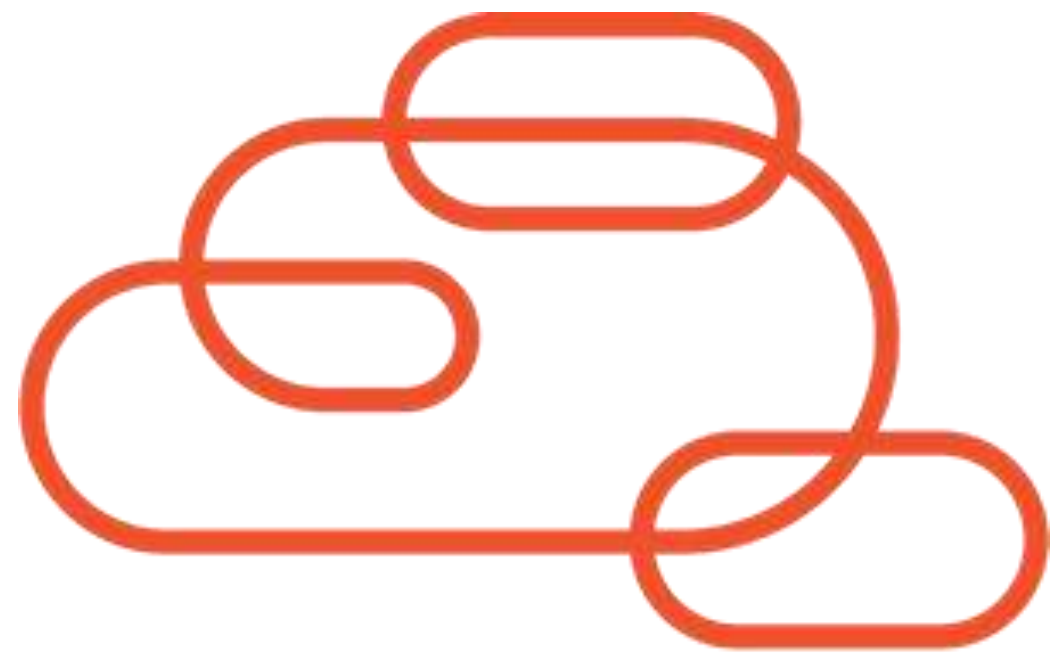


**Mike Murphy,**  
Sr. Account Executive

 GENESYS™



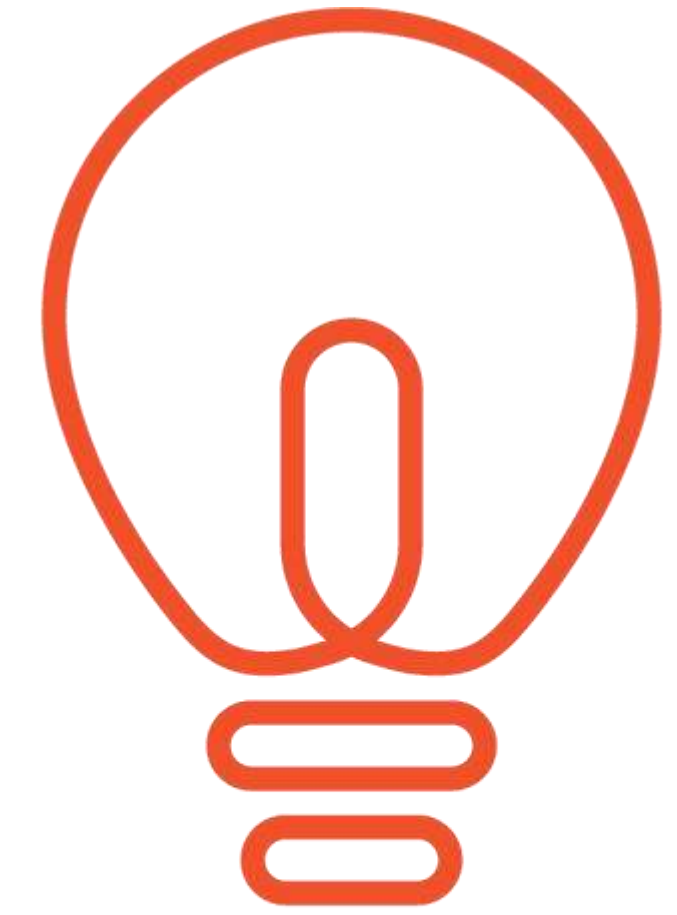
# Customer Experience Platform Portfolio



Pure**Cloud**



Pure**Connect**



Pure**Engage**

## Customer Channels

- Phone
- Web Chat
- Email
- Web / Co-Browse
- SMS
- Social Media
- Mobile

Call Recording / Screen Recording    Realtime Monitoring

Quality Management    Workforce Management

Data and Analytics

## Performance

Blended  
Inbound and  
Outbound



Blended  
Inbound and  
Outbound

## Contact Centre Resources

- In house agents
- Outsourced Agents
- Work at home Agents
- Experts
- Self Service

## Integrations

Journey Mapping    Object Routing

Webhooks    Screen Pop    CRM    WFM

Data Dips / Web Services    Salesforce    Zendesk

# Performance tools to reduce AHT

- Data & Analytics
- Workforce Management
- Call / Screen Recording
- Quality Management



# Integration tools to reduce AHT

## Built-in Integrations



- ✓ Data Dip
- ✓ Screen Pop
- ✓ Built-in Apps
- ✓ Journey Mapping
- ✓ CRM Integrations

Chat

Settings +

Favorites

- UK&I Commercial Team

Direct Messages

- Carol Hurrell
- Arfan Sharif
- Tony Hegarty
- Noelia Romanillos
- Stephen Walter
- Balraj Ghaffaura
- Nigel Goring
- Mark Armstrong**
- Giada Sabatini
- Chris Madge
- +139 more

Official Groups

- Sales EMEA

Personal Groups

- PureCloud Customers
- Personal Room

Recently Closed

- Michael Tester - Inactive
- Conference
- Salesforce UAT
- +15 more

Mark Armstrong Available | Farnborough, England

View Public Profile

This is the beginning of your chat room.

Michael Murphy Nov 29, 2018 9:33 AM  
Hi Mark, shall we do the call here on PureCloud?

Michael Murphy Nov 30, 2018 10:40 AM  
Hi Mark  
Do you have the ability to approve stuff that's routed to Teon?

Mark Armstrong Nov 30, 2018 10:56 AM  
Mike, will call you in 5 mins.

Michael Murphy Nov 30, 2018 10:59 AM  
ta

Michael Murphy Nov 30, 2018 11:03 AM  
<https://genesys.my.salesforce.com/0060d00001srYvk>

Michael Murphy Jan 3, 2019 2:20 PM  
Hi Mark

Mark Armstrong Jan 3, 2019 2:20 PM  
Don't know, what is it?


Michael Murphy Jan 3, 2019 2:20 PM  
I'm free now so ping when is good to talk

shift + enter for new line

Rich text editor:  [Smiley] [Attachment]

Rich text shortcuts: **bold** *italic* ~~strike~~

View Public Profile



Out of Office  
Burton-On-Trent, England

## Michael Murphy

Sr. Account Executive | LOCAL SALES

“ Annual Leave 'till 15th Jan ”


Envelope icon

+ Add new section


LinkedIn import

Relationships Edit

Management



Peers



Groups

Official Social Owned

- Sales EMEA
- UK&I Commercial Team

Contact Information Edit

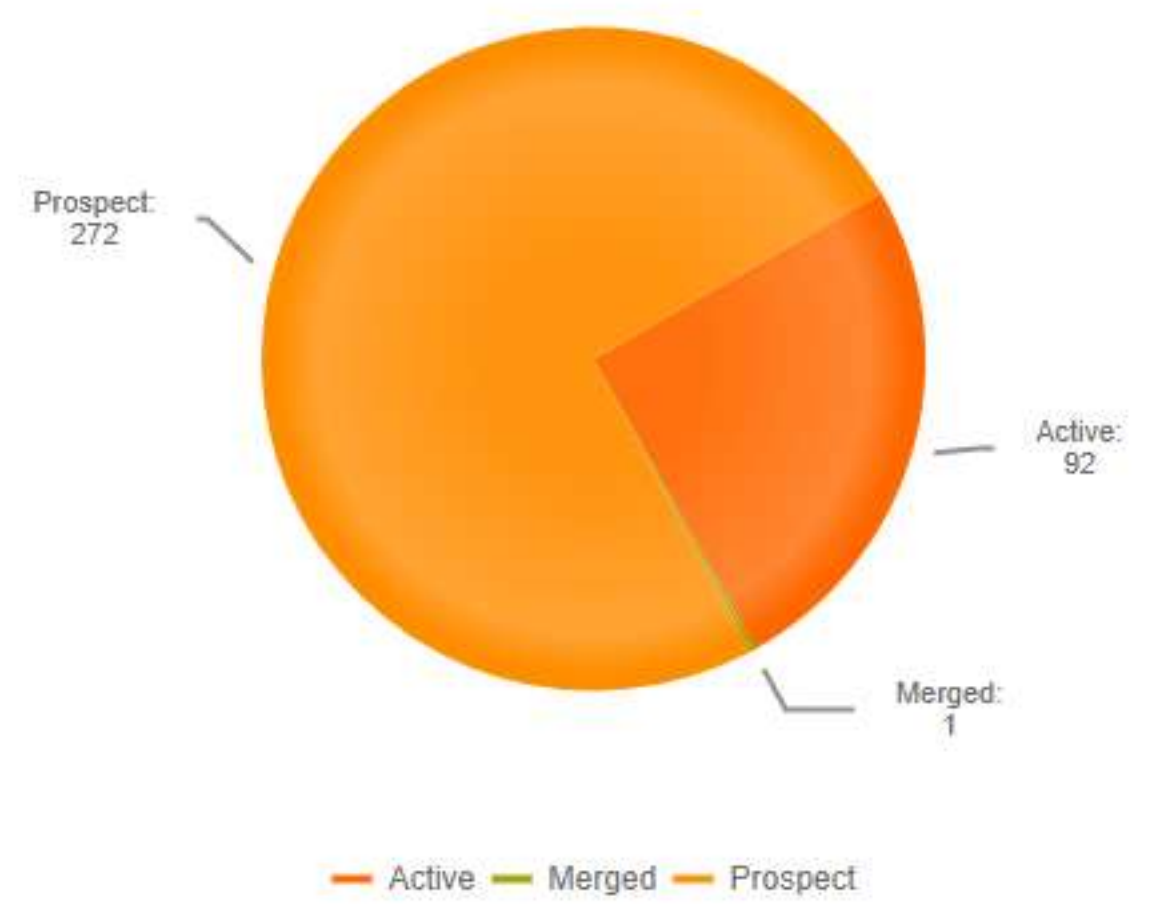
Main Email  
michael.murphy@genesys.cor Primary

Work Phone

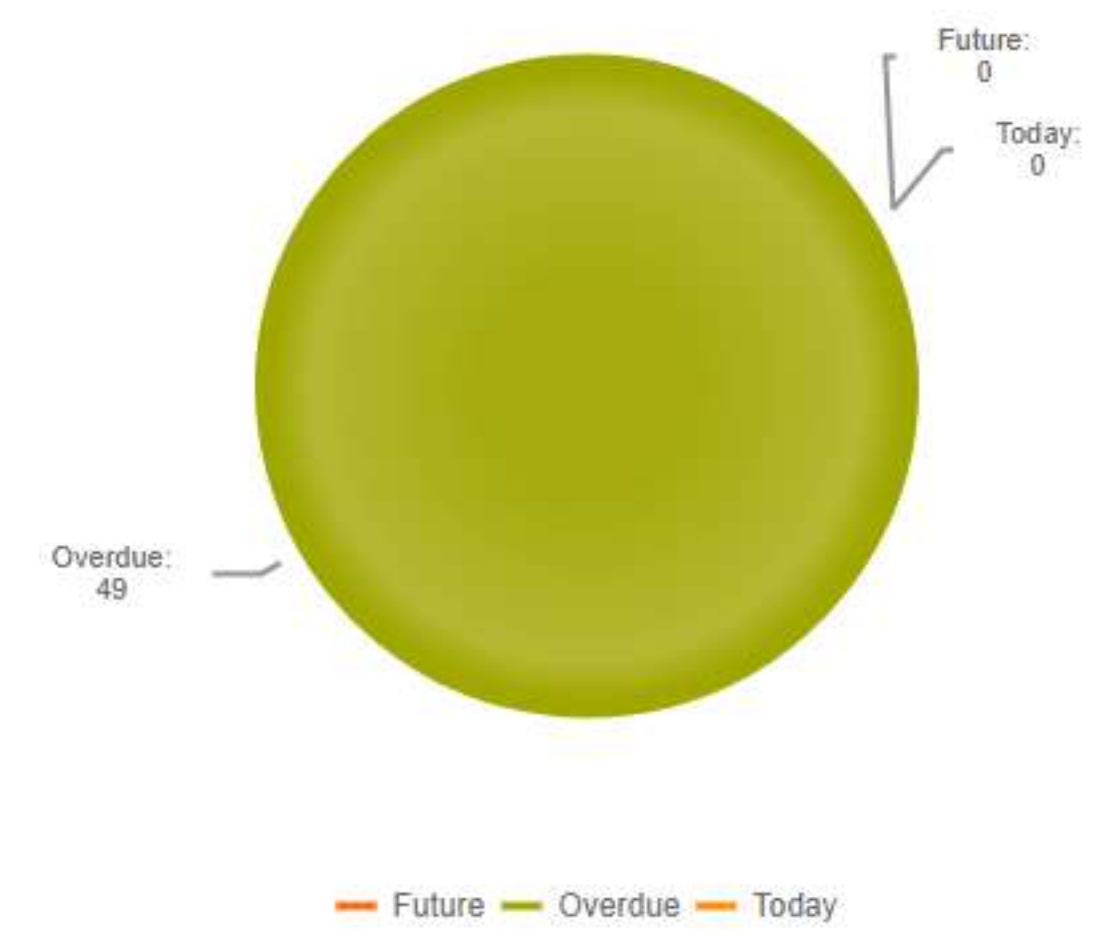
Biography Edit

### Dashboard | Summary View

#### My Overall Contacts Summary



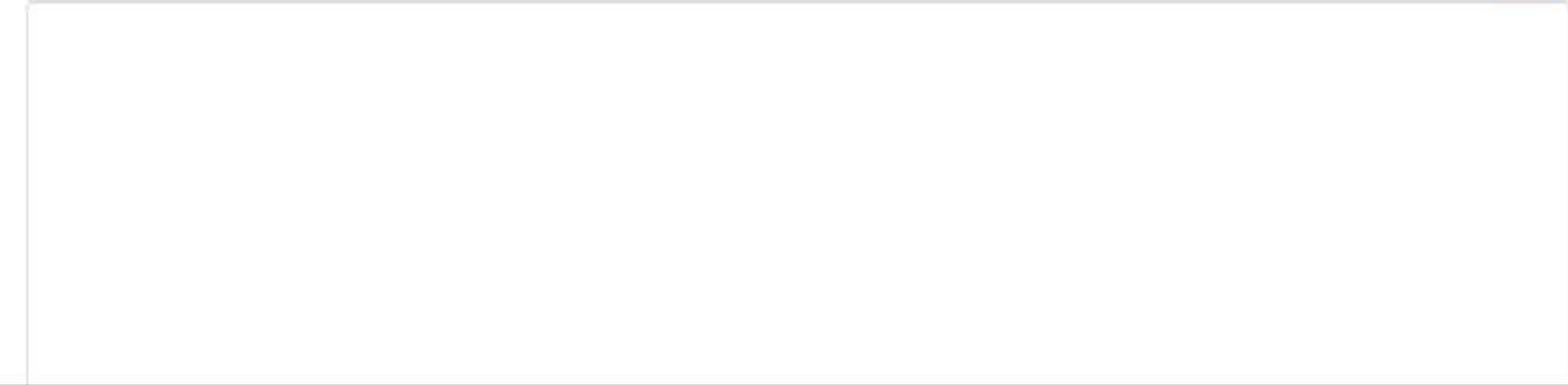
#### My Overall Task Summary



#### My Overall Orders Summary



#### My Tasks For Today



Interactions

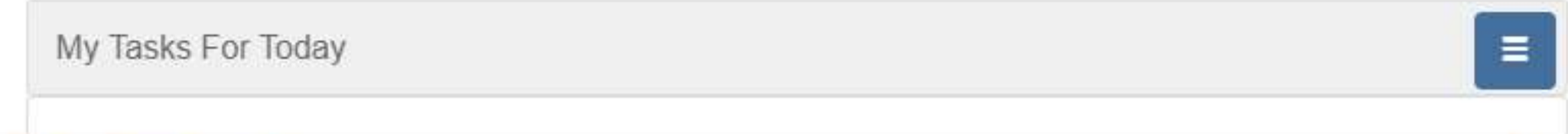
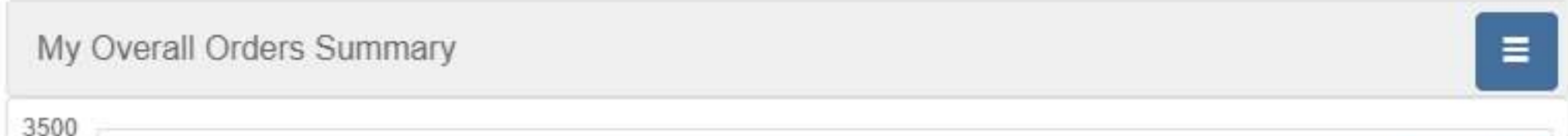
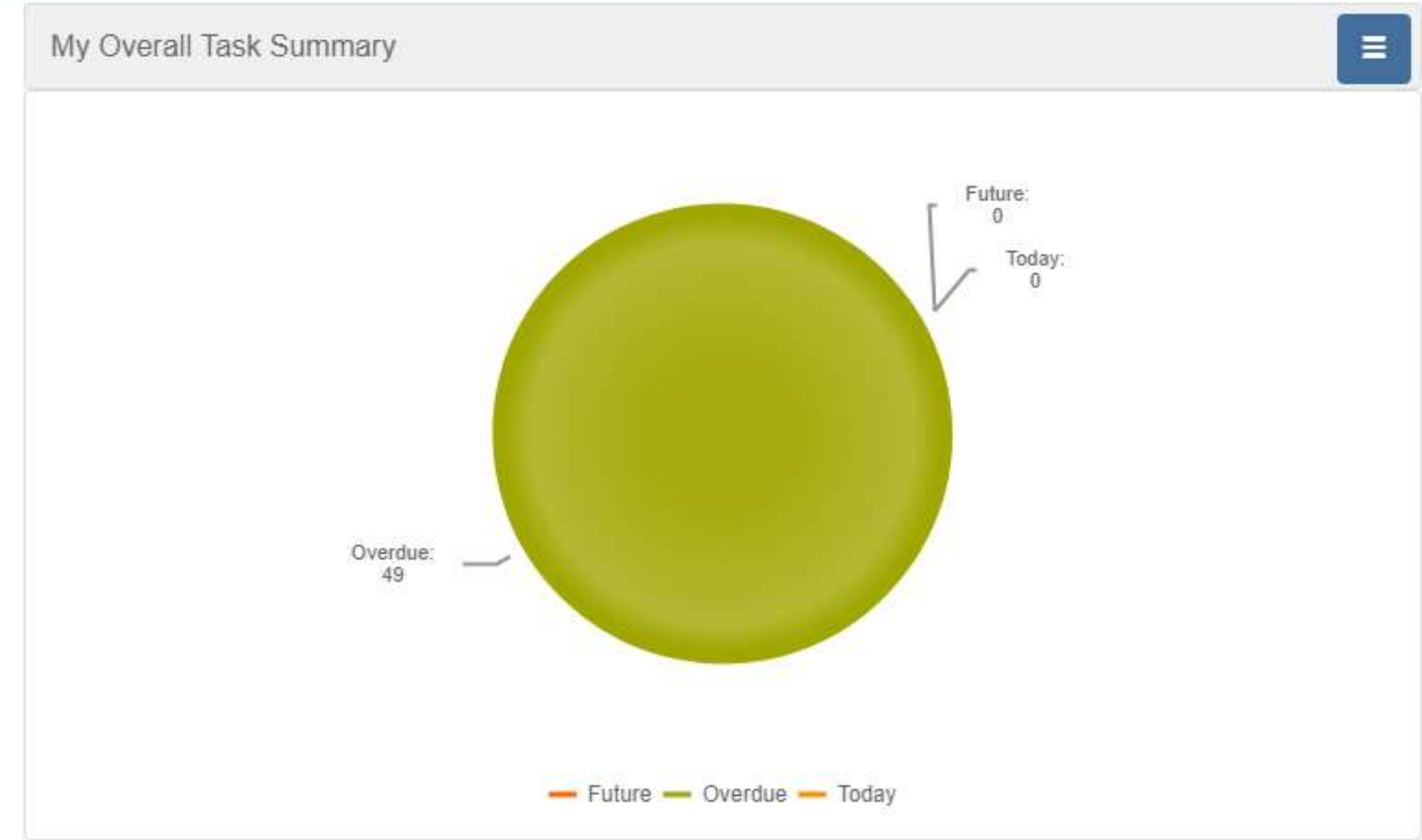
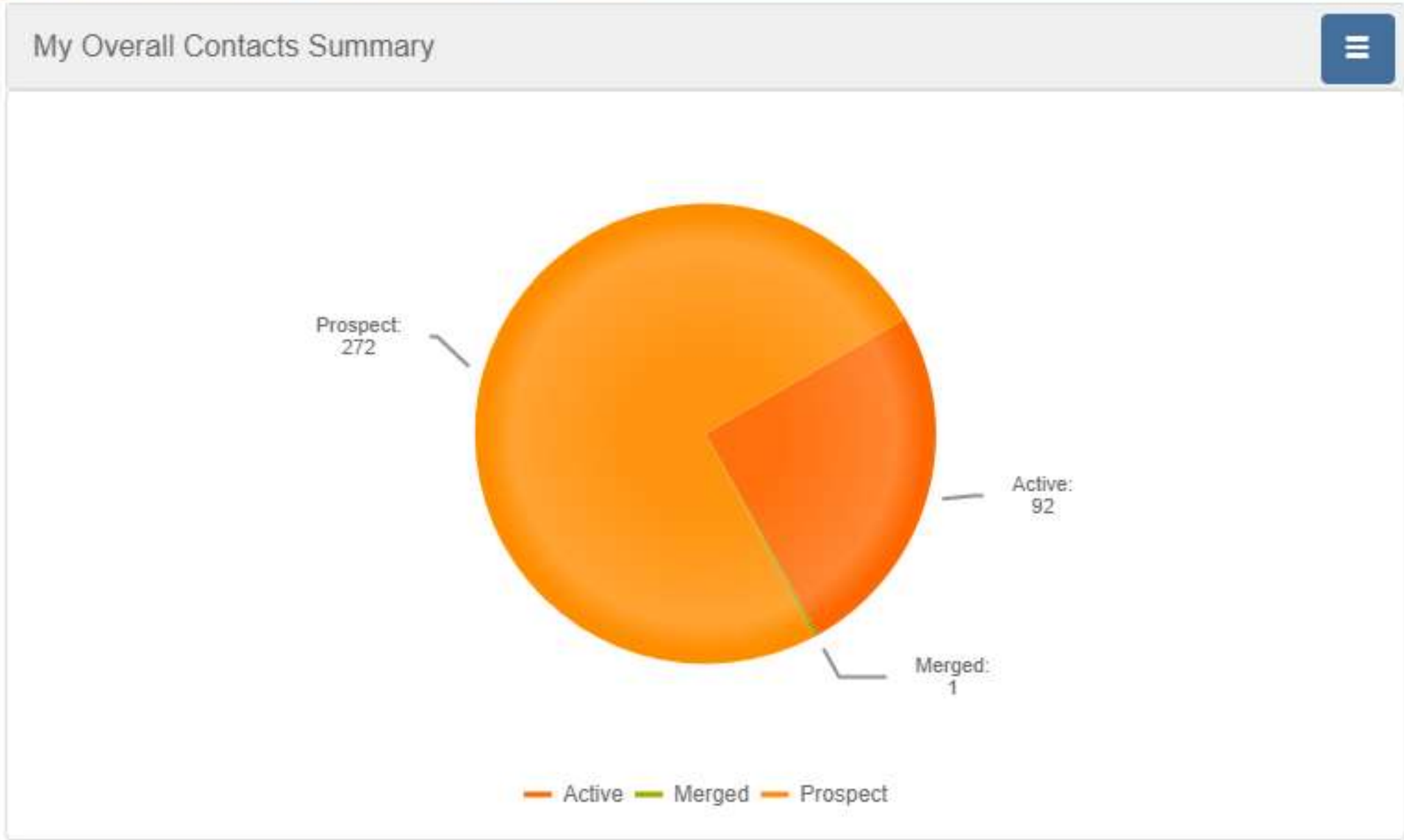
Walter, Mason  
SteveW Inbound 0-18  
Connected

Walter, Mason +44 7783 689750

Microphone, Mute, Forward, Add, Lock, Transfer

Video, Profile, Quote, Edit, Calendar, Attachments

### Dashboard | Summary View



Go Back



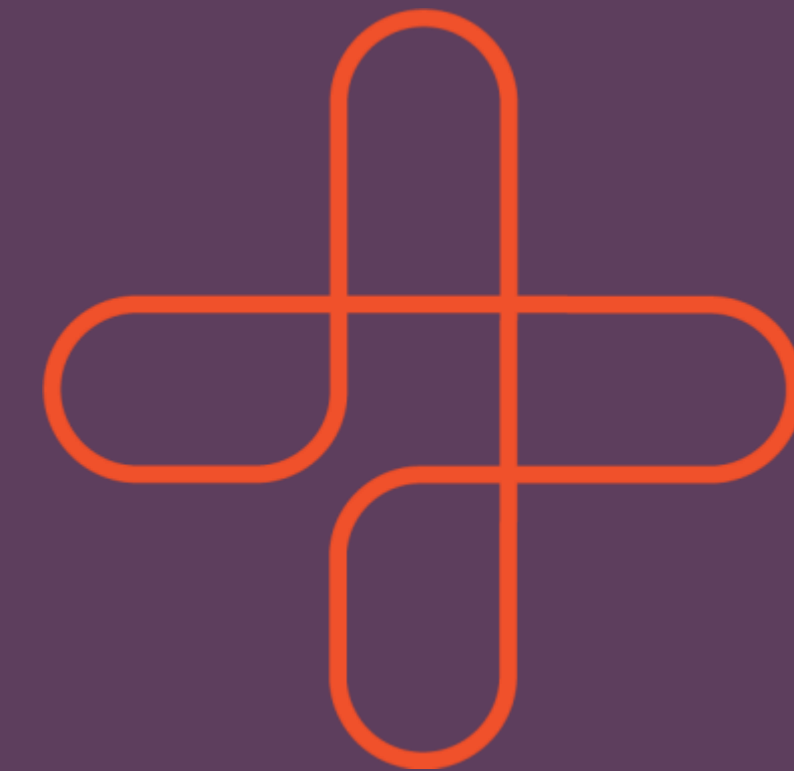
Our capabilities help you differentiate with service.



Meet Kate:  
Blended AI from  
Genesys. Automation  
with a human touch.



Predictive routing:  
Get customers to  
the right agent  
every time.



Omnichannel support:  
Deliver seamless  
support across every  
channel.

# Genesys Agent Assist with Google Contact Center AI (EE31)

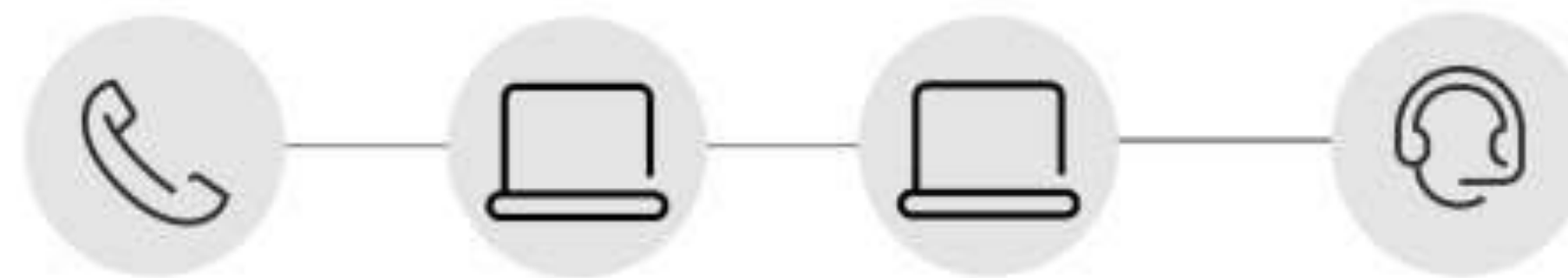
Monitor customer and agent conversations to provide the agent with timely prompts and additional information

## What's the challenge?

Your customers don't want to call and speak to an agent – they'd prefer to serve themselves. But when they do need speak to someone, they expect that person to be aware all about their journey so far and to know of how best to help them.

## What's the solution?

Provide live transcripts of the customer's voice or chat bot conversation on the agent's omnichannel desktop. Then provide the agent with prompts, hints, tips and additional information based on dynamic interpretation of what is needed.



**Agent receives a call**

**Agent is shown  
transcription of voice  
conversation with  
voice or chat bot**

**Agent is proactively  
provided with prompts,  
hints and tips to help  
them resolve the issue**

**Agent successfully  
resolves the  
customer's issue**

# Customer experience equals brand experience.



of customers globally are multichannel users, customers use 5.6 channels on average.

— NICE and BCG, 2016



of consumers are willing to pay for a better experience.

— Capgemini, 2017



of consumers have switched brands in the past year due to poor customer service.

— Accenture Global Consumer Pulse Research, 2016

# Thanks.

[www.genesys.com/number-1-cx-platform/](http://www.genesys.com/number-1-cx-platform/)

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