



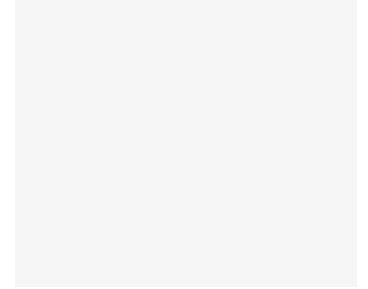
**Webinar**  
-> Thursday 18th October 2018

How to Give the  
Wow Factor  
on Email &  
Live Chat

callcentre   
helper com

# How to wow and keep it Consistent?

- Handling email and chat
- Recording & Quality
- Remembering everything



# Consistent User Interface

- Same interface for
  - Chat
  - Email
  - Social
  - SMS/Message
  - CallBack
  - Voice
- Easy to Learn / Train
- Promote digital to voice
- Canned Responses, Customer Profiles, Scripts, Notes and Wrap Up Codes



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The screenshot displays a web browser window with the URL <https://apps.mypurecloud.com/directory/#/timeline>. The browser's address bar shows several tabs: 'Apps', 'Genesys - Sign In', 'Google', 'Genesys PureCloud', 'GDemo Portal - Login', and 'PC'. The application interface has a teal header with navigation tabs: 'Activity', 'Directory', 'Documents', 'Performance', 'Reports', and 'Admin'. A vertical sidebar on the left contains icons for various functions, including a 'Do' icon at the bottom. The main content area is divided into two sections. The top section, titled 'Interactions', lists recent messages from 'Tom Wiggins' (4:15) and 'Tim Peake' (6:07). The bottom section shows an active chat conversation with 'michael.murphy@genesys.com'. The chat history includes messages from 'Sales.Operations-E...' and 'michael.murphy@g...'. The current message from 'michael.murphy@genesys.com' reads: 'Hi Felicity Jones, Where is my stuff'. Below the chat history, there is a 'Click to reply' input field. At the bottom of the interface, a status bar shows 'michaelM... (5) 2:36' and 'Region EMEA -... Connected'.

# Retain Learning

- Record all interaction types
- Quality review and score all interaction types
- Agents invited to review their evaluation, score and sign off with agreement or comment
- Instil required behaviour change
- Compliance

The screenshot displays the Genesys PureCloud interface for an agent evaluation. The top navigation bar includes 'Activity', 'Directory', 'Documents', 'Performance', 'Reports', and 'Admin'. The main content area is titled 'Interactions / Interaction' and shows details for an internal participant, Michael Logan. A 'Chat Log' table records several screen share interactions. The 'External Participant' section is labeled 'Multiple'. Below this, the 'Evaluation' tab is active, showing an 'Agent Evaluation' for Michael Logan, completed on October 11, 2018. The evaluation includes a section for 'Introduction and Greeting' with a weight of 33.33% and a score of 11/11. A specific question asks if the agent welcomed the caller with an appropriate greeting, with 'Yes' selected. A 'Weighted Scores' summary table is visible in the bottom right corner.

Internal Participant	External Participant
 Michael Logan	 Multiple

Chat Log			
Agent	Screen Share Requested		10:27 PM
Guest	Screen Share Accepted		10:28 PM
Agent	Screen Share Active		10:28 PM
Agent	Screen Share Ended		10:13 PM
Agent	Screen Share Ended		10:13 PM

**Agent Evaluation** COMPLETE

Agent Evaluated: Michael Logan  
Evaluator: Michael Logan  
Date of Evaluation: Thursday, October 11, 2018 5...  
Released Date: Thursday, October 11, 2018 4...

**1 Introduction and Greeting** Weight: 33.33 % | Score: 11/11 | Critical Score: 0/0

**1.1** Did the agent welcome the caller with the appropriate greeting? Value: 1

Yes  
 No Value: 0

**1.2** How did the agent sound during the call? Value: 0

The Agent loves his/her job.  
 The agent sounded normal.  
 The agent would rather be somewhere else

Weighted Scores	
1 Introduction and Greeting:	1.67/3.33
2 Customer Service Skills:	1.67/3.33
3 Hold and Transfer Etiquette:	0.67/0.67
<b>% Score: 100.00 %   Critical Score: 0.00 %</b>	

# Remember everything

- Event based External Contacts profile
  - All prior interactions
  - Message
  - Email
  - Voice
  - Chat x 2
  - Etc.
- Associate unidentified Interactions
- Agent “in step” with customers activity

External Contacts / Elliott, John

**JE**

**Elliott, John**  
Summation Officer  
Infusant Insurance

Created: 09/22/2018  
Last Updated: 07/06/2018

**Interactions**

Last 30 Days  
Sep 15, 2018 - Oct 15, 2018

Date	User	Notes
10/11/2018	Michael Logan	New Customer
10/11/2018	Michael Logan	New Order
10/11/2018	Michael Logan	Product Question
10/11/2018	Michael Logan	Order Status
10/11/2018	Michael Logan	Product Question
10/10/2018	Michael Logan	
10/10/2018	Michael Logan	New Customer
10/10/2018	Michael Logan	
10/05/2018	2 Users	New Customer

10 Items per page

**Contact Information**

Email	Work	michael.logan@sindaman.com
Phone	Cell	+1 317-686-8725
Address	Work	1064 Wildwood Street Boardman, OH 44512 US <a href="#">View on map</a>

## 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

# Thank You

Visit [www.genesys.com](http://www.genesys.com) or [michael.murphy@genesys.com](mailto:michael.murphy@genesys.com) for more information



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