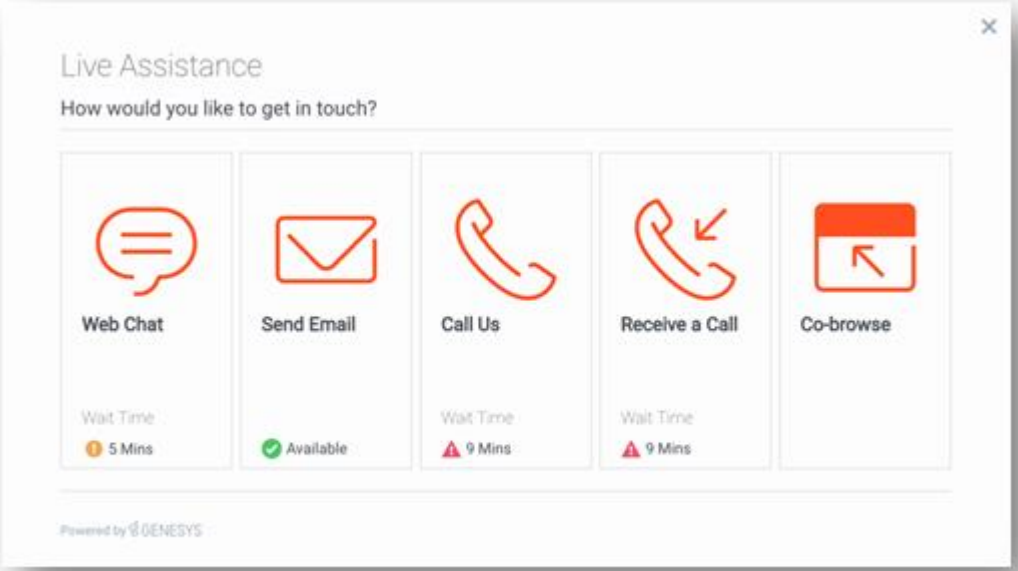
Mike Murphy

GENESYS

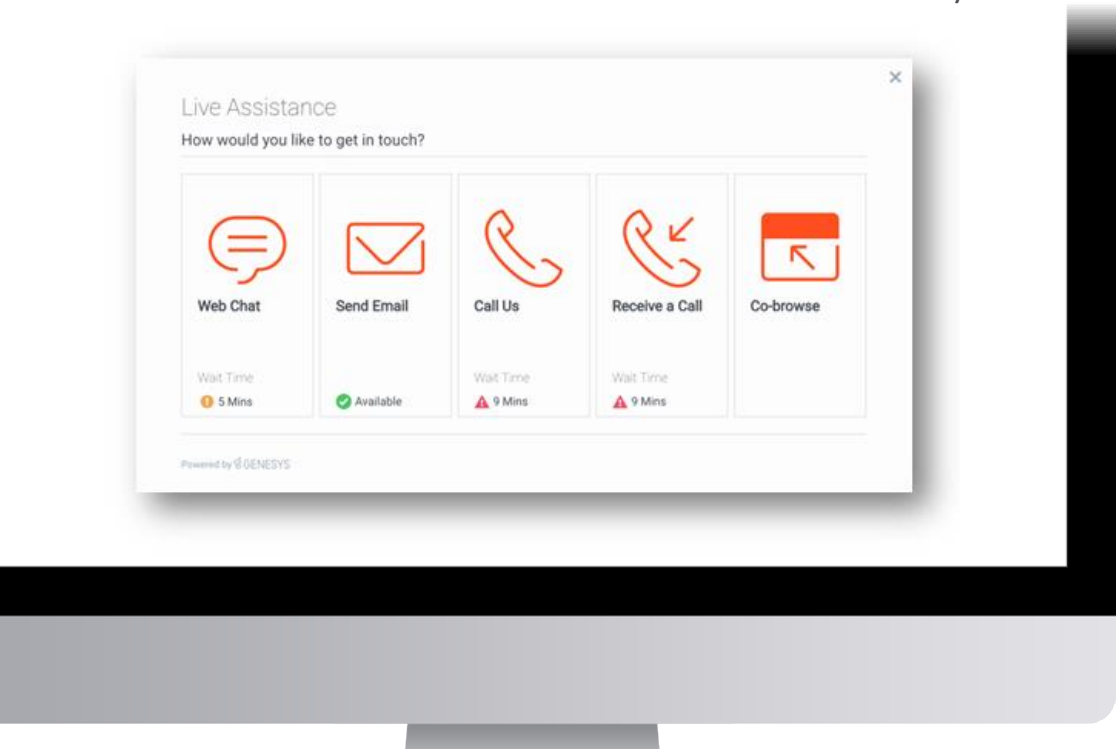
# Choice!

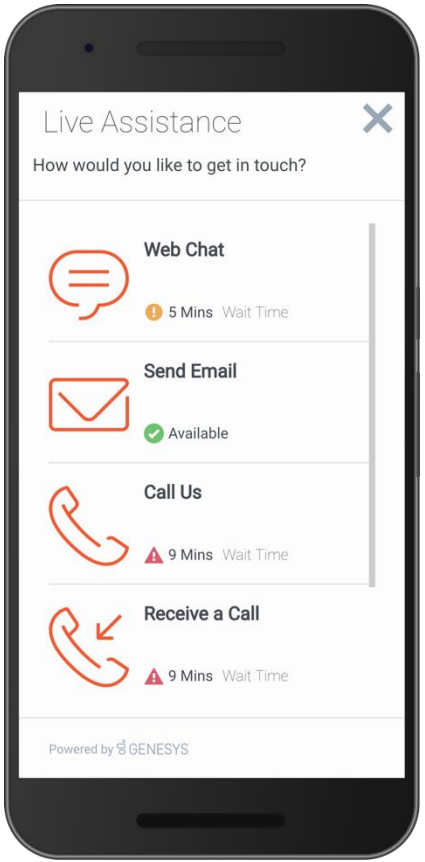


- Inform
- Empower

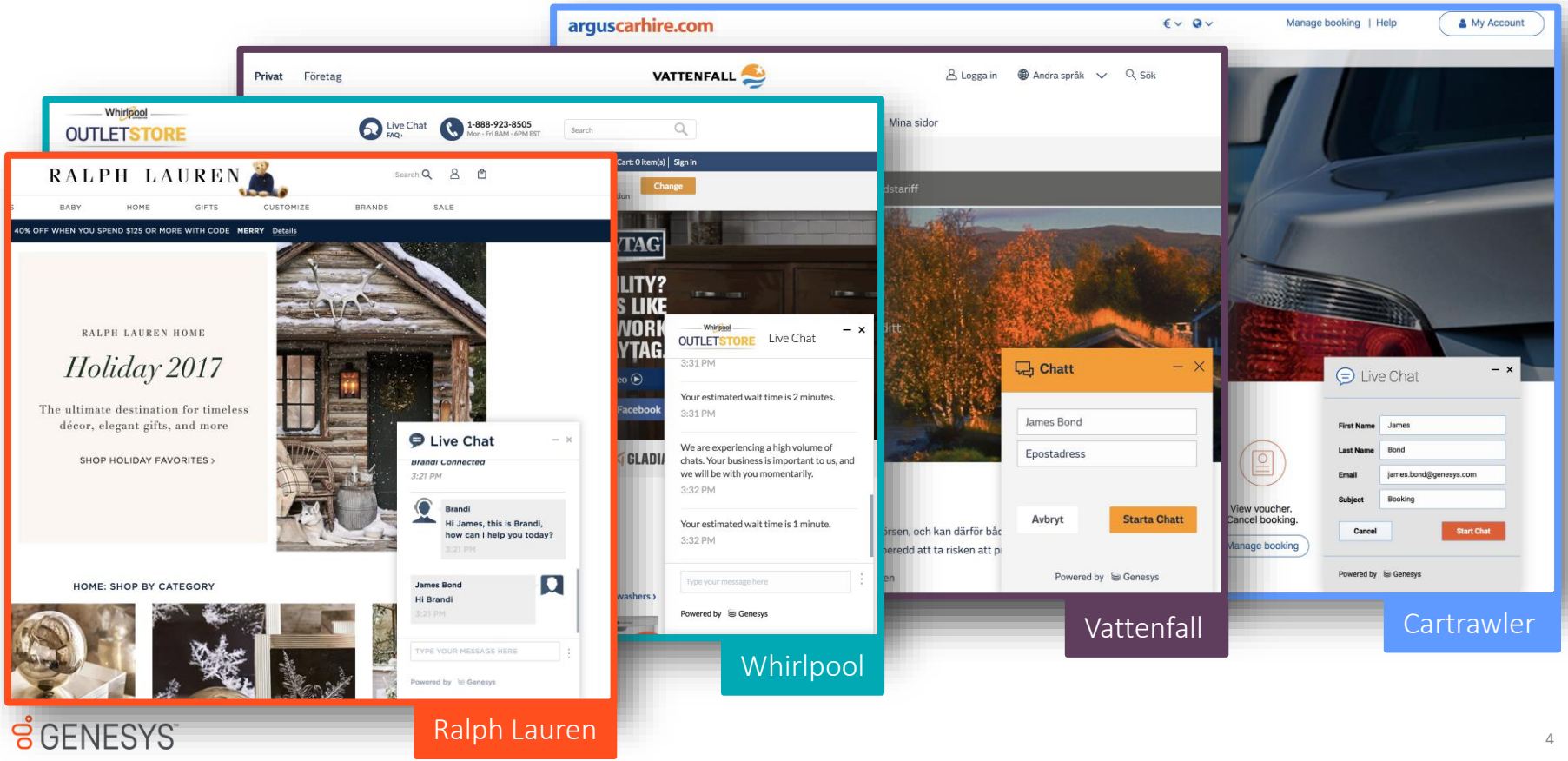
# Accessible

- Customisable, extensible, ordered list of Channels
- Estimated Wait Time affects channel visibility



# Genesys Widgets – Powered by Genesys

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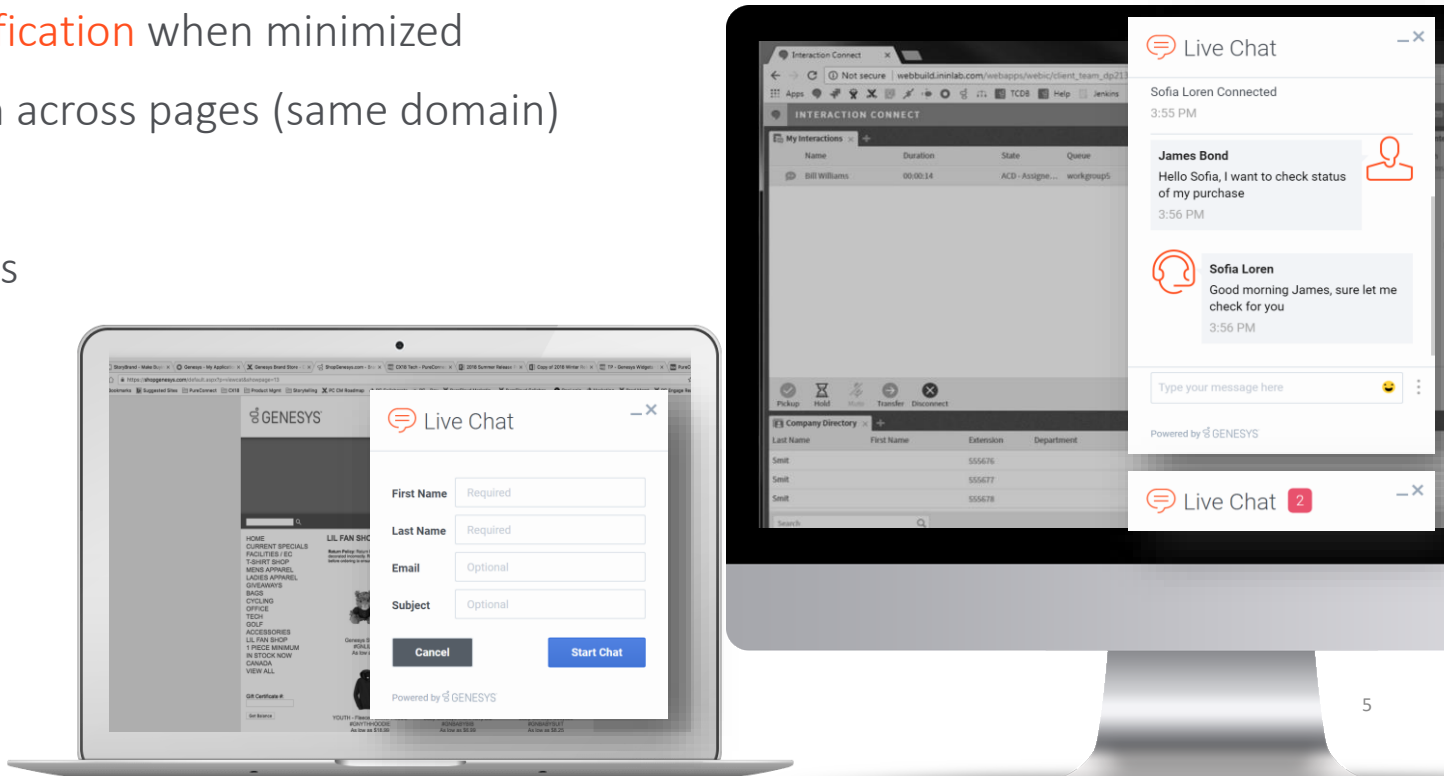
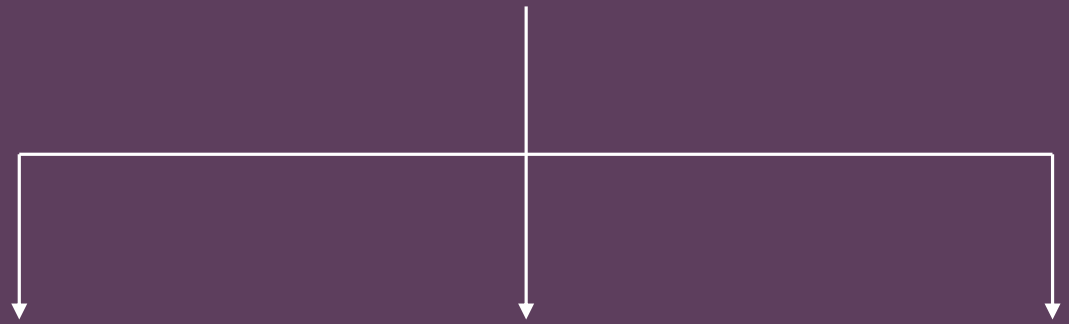
# Widget Chat

- Registration form (can be pre-filled and auto-submitted)
- New message notification when minimized
- Session restoration across pages (same domain)
- File Transfer
- Typing Notifications
- Typing Preview



# Workforce Optimization



Recording

Quality Management

Workforce Management

GENESYS

# Recording of Digital Channels

- Ad-hoc recording
- Real-time monitoring
- Search to locate interactions
- Annotate a recording
- Evaluations
- Performance feedback
- Calibration for scoring consistency
- Interaction storage

# Workforce Management

The right **staff**,

At the right **time**,

At the right **place**.

Forecasting

Adherence

Scheduling

Monitoring

GENESYS

# Omnichannel Analytics

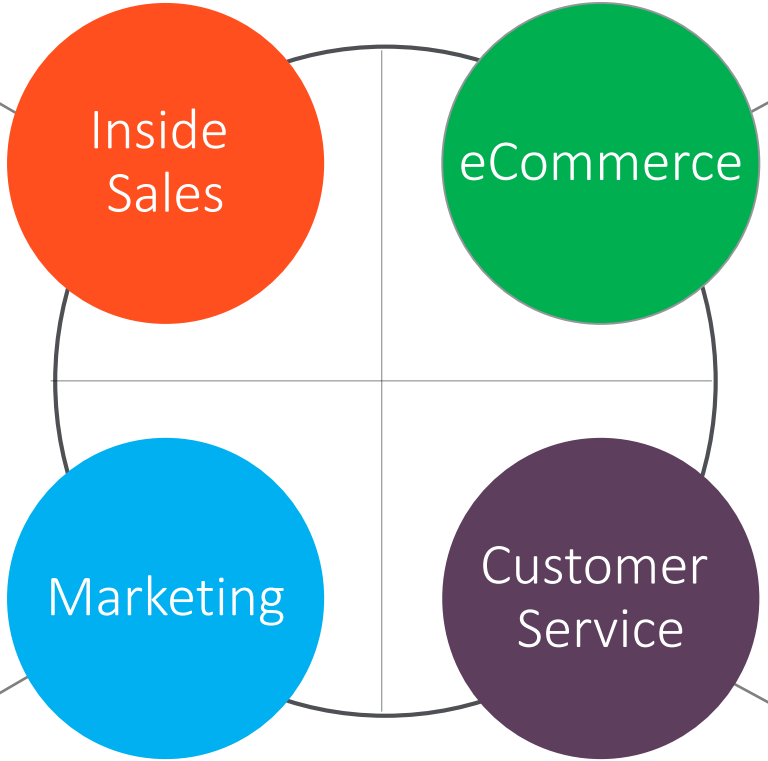
# AltoCloud

Superior business outcomes
for all Genesys customers

GENESYS

# The winners

Understand and identify website visitors to enable inside sales teams to reach out at the right moments and control cost of sales.




Analyze and shape customer journeys with real-time communications and content offers to increase conversion rates and average order values.

Integrate with campaigns and banner ads to qualify and move prospects into the sales pipeline more efficiently and accurately attribute.

Improve customer experiences with faster resolutions and make customer service reps smarter and more effective.

# Thank You

Visit www.genesys.com or call +44 1276 457000 for more information

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