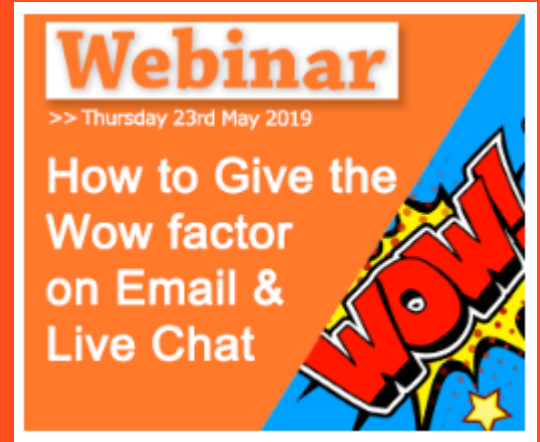
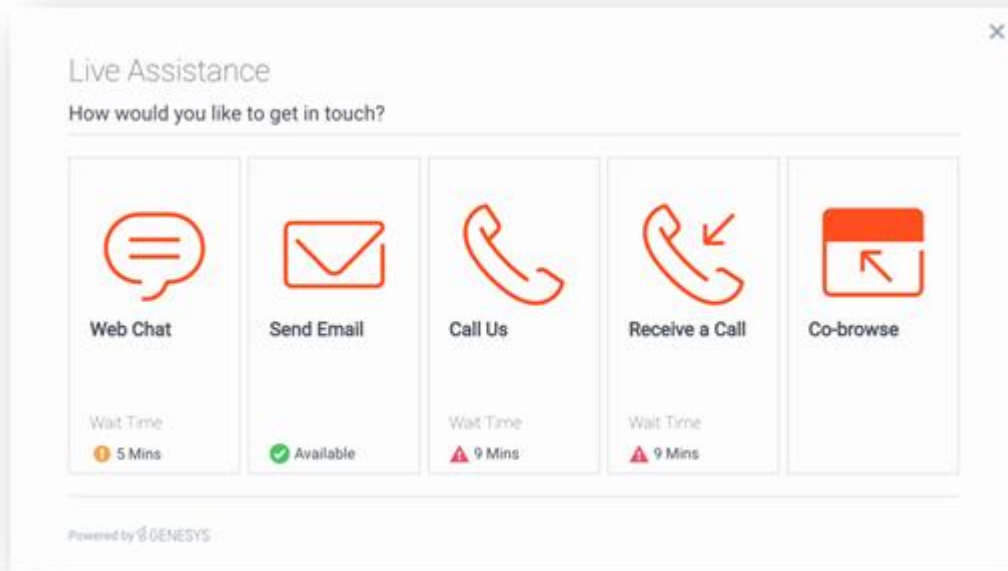




Mike Murphy



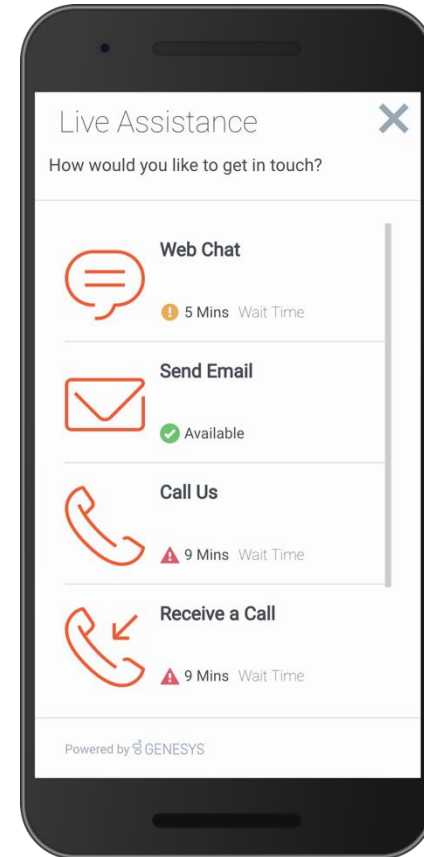
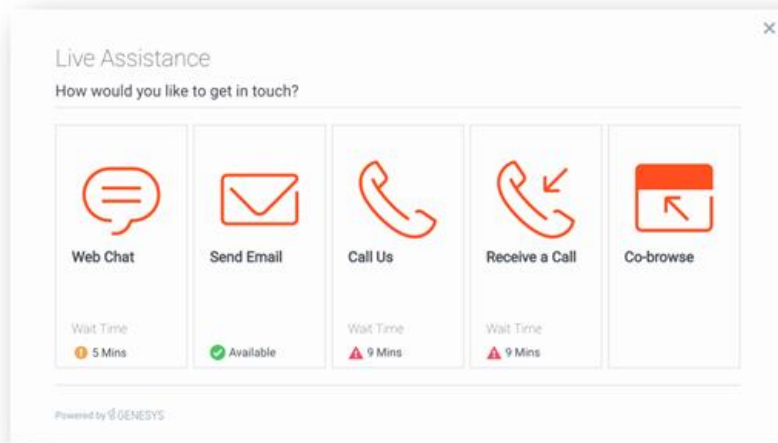
# Choice!



- Inform
- Empower

# Accessible

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



# Genesys Widgets – Powered by Genesys

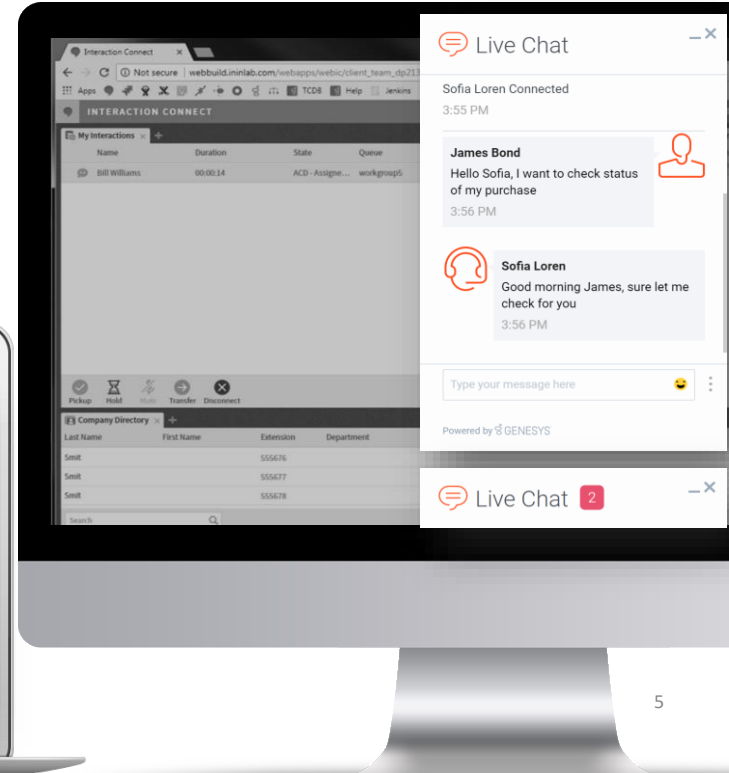
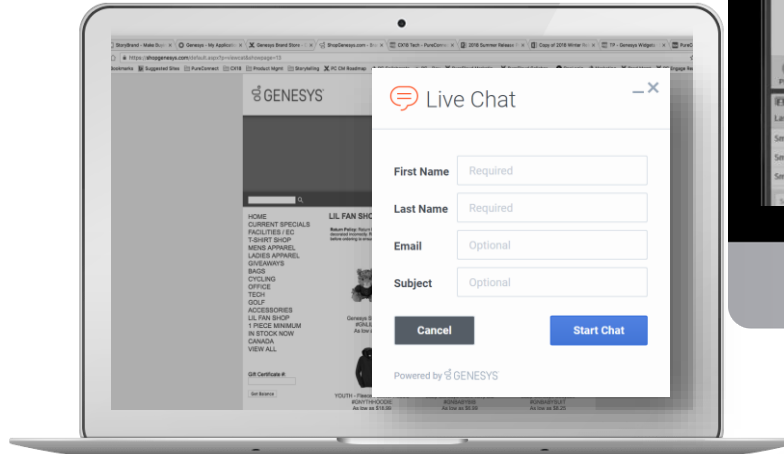
The image displays four overlapping screenshots of websites, each featuring a Genesys live chat widget. The widgets are branded with the respective company logos and names: Ralph Lauren, Whirlpool Outlet Store, Vattenfall, and Cartrawler. Each widget shows a message history and a 'Starta Chat' button. The widgets are powered by Genesys.

- Ralph Lauren:** The widget shows a message from Brandi: "Hi James, this is Brandi, how can I help you today?". The user James Bond has responded: "Hi Brandi".
- Whirlpool Outlet Store:** The widget shows a message from Whirlpool: "Your estimated wait time is 2 minutes." and another from Whirlpool: "We are experiencing a high volume of chats. Your business is important to us, and we will be with you momentarily." The user James Bond has responded: "Your estimated wait time is 1 minute.".
- Vattenfall:** The widget shows a message from Vattenfall: "Your estimated wait time is 2 minutes." and another from Vattenfall: "We are experiencing a high volume of chats. Your business is important to us, and we will be with you momentarily." The user James Bond has responded: "Your estimated wait time is 1 minute.".
- Cartrawler:** The widget shows a form for starting a chat with fields for "First Name" (James), "Last Name" (Bond), "Email" (james.bond@genesys.com), and "Subject" (Booking). There are "Cancel" and "Start Chat" buttons.

At the bottom left, the Genesys logo is visible. At the bottom center, the text "Ralph Lauren" is displayed in a red box. At the bottom right, the text "Vattenfall" and "Cartrawler" are displayed in purple and blue boxes respectively.

# 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 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



# Omnichannel Analytics

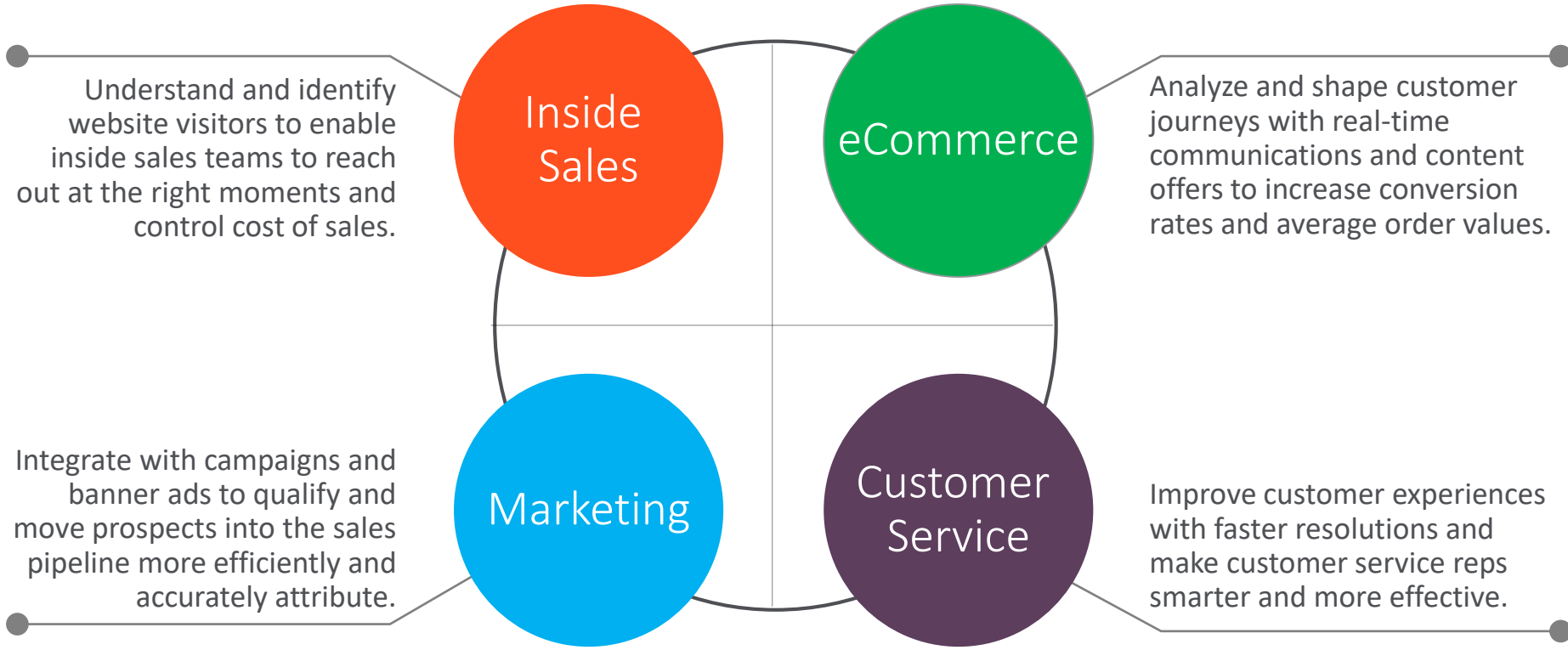


# AltoCloud

Superior business outcomes  
for all Genesys customers



# The winners



# Thank You

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