

callcentre
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Webinar
>> Thursday 8th November 2018

How to Give
Excellent
Customer Service
for Vulnerable
People

A small thumbnail image showing two call center agents, a man and a woman, both wearing headsets and smiling, sitting at a desk in a call center environment.

GENESYS™

Excellent Customer Service for Vulnerable People

Predictive Routing

Virtual Assistant

Analytics



Automated Routing and Performance



Predictive
Routing

Performance
DNA

**Better
Customer
Outcomes**

Customer profile

- Products
- Services
- Likes/dislikes
- Demographics

Employee profile

- KPIs
- Likes/dislikes
- Quality
- Skills/knowledge
- VoC, VoE

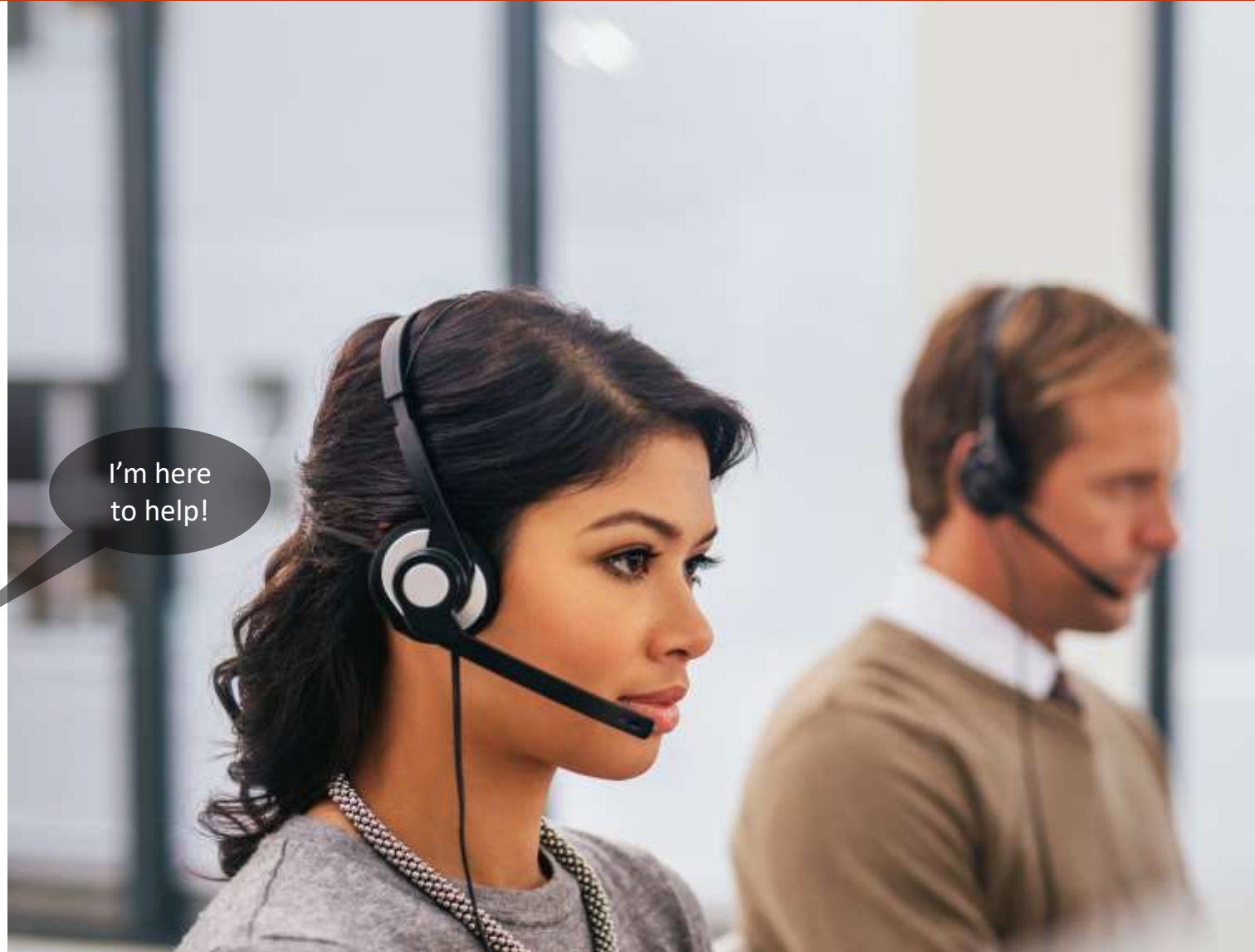
Introducing an AI-powered Virtual Assistant for Agents

A virtual assistant

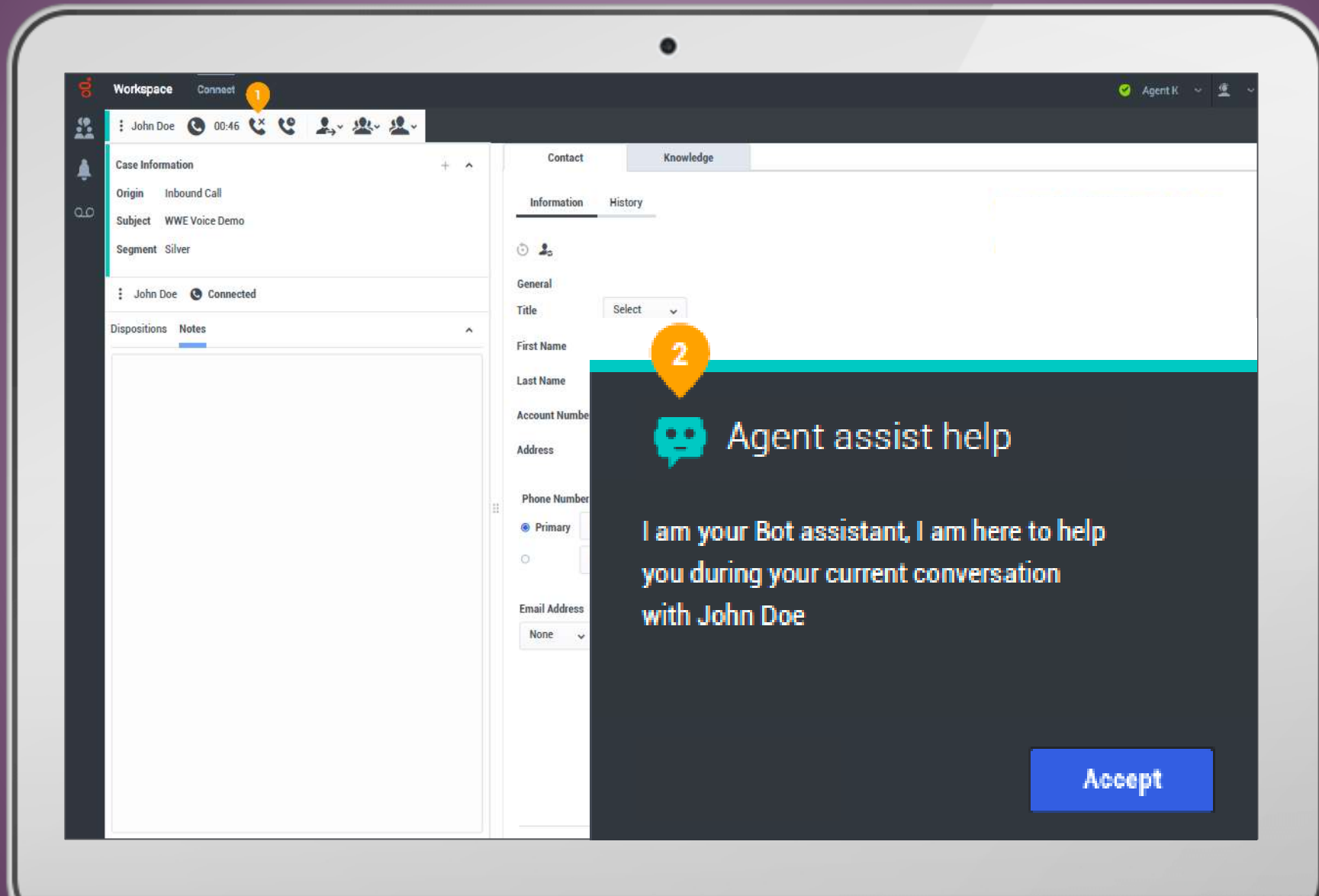
- Listens in real-time
- Provides guidance and tips
- Proactively surfaces information and next best action



I'm here to help!



Automated Agent Assistance



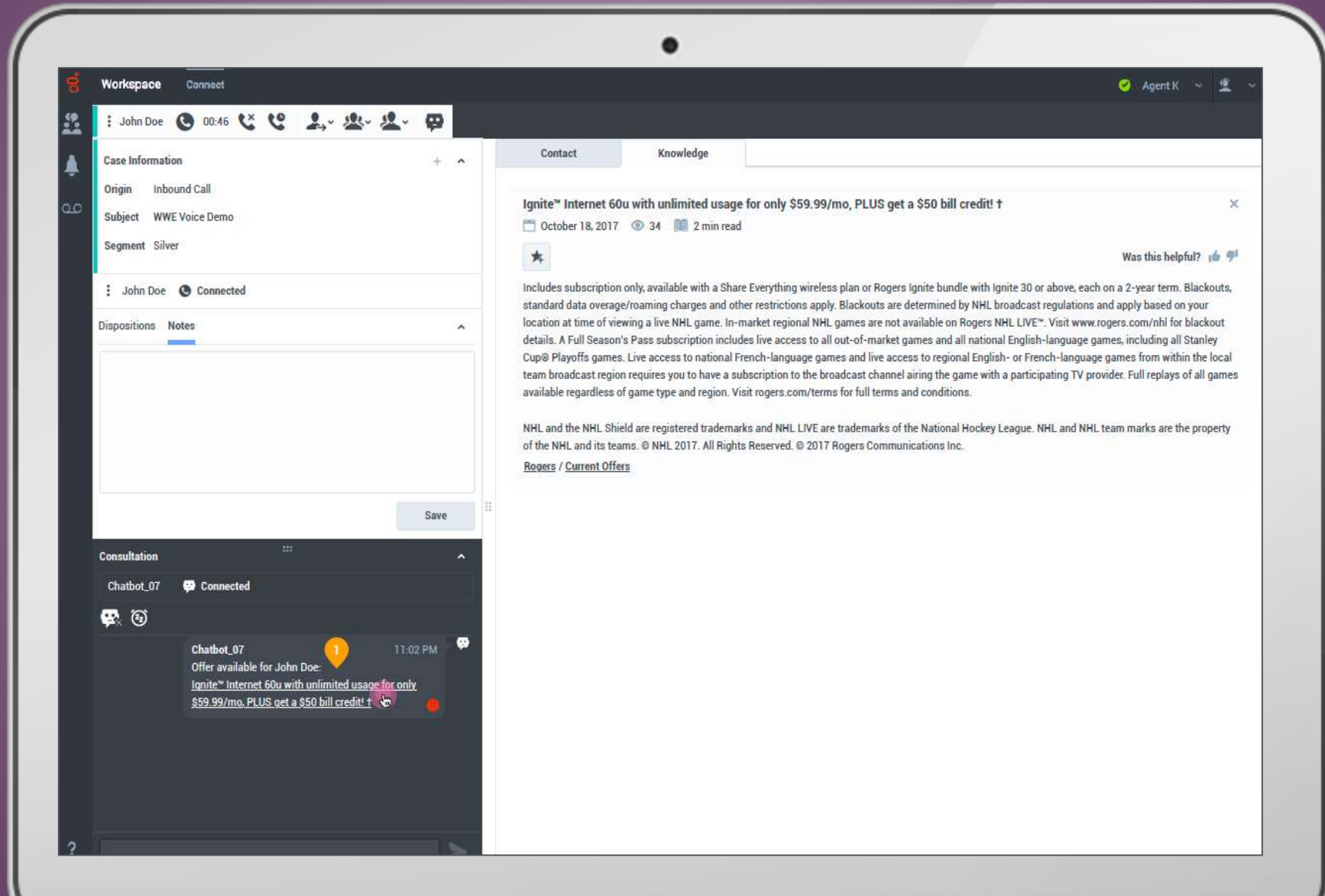
Automated Agent Assistance

The screenshot displays a Genesys workspace interface. At the top, it shows 'Workspace' and 'Connect' status. The main area is divided into several sections:

- Case Information:** Shows 'Origin: Inbound Call', 'Subject: WWE Voice Demo', and 'Segment: Silver'.
- Contact:** A form with fields for 'Title', 'First Name' (John), 'Last Name' (Doe), 'Account Number' (A73654774), and 'Address' (45 street name). It also includes 'Phone Number (s)' and 'Email Address' sections.
- Keywords picked up by Bot:** A circular diagram with three nodes: 'internet plans', 'not happy', and 'current offers'.
- Consultation:** A chat window showing a conversation with 'Chatbot_07'. The chatbot says: 'I am your Bot assistant, I am here to help you during your current conversation with John Doe'. It then offers: 'Offer available for John Doe: Ignite™ Internet 60u with unlimited usage for only \$59.99/mo. PLUS get a \$50 bill credit! †'. Below the offer is a 'Was this helpful?' prompt with thumbs up/down icons.

The interface includes a 'Save' button at the bottom right of the contact form and another 'Save' button at the bottom right of the consultation window.

Automated Agent Assistance



Automated Agent Assistance

The screenshot displays the Genesys Workspace interface. At the top, it shows 'Workspace' and 'Connect' options, along with a status indicator for 'Agent K'. The main interface is divided into several sections:

- Case Information:** Shows 'Origin: Inbound Call', 'Subject: WWE Voice Demo', and 'Segment: Silver'. It also indicates the agent is 'Connected'.
- Dispositions / Notes:** A section for recording call outcomes or adding notes, with a 'Save' button.
- Consultation:** A chat window with 'Chatbot_07' showing a conversation. The chatbot has provided an offer for 'Ignite™ Internet 60u with unlimited usage for only \$59.99/mo, PLUS get a \$50 bill credit! †' and is now guiding the user to set up a self-service account.
- Knowledge Base:** A list of articles. The top article is 'Ignite™ Internet 60u with unlimited usage for only \$59.99/mo, PLUS get a \$50 bill credit! †', dated October 18, 2017, with 34 views and a 2-minute read time. Below it is an article titled 'How to setup Self-Service account?' dated October 22, 2017, with 56 views and a 1-minute read time.

Introducing an AI-powered Virtual Assistant for Agents

AI-assisted employees are

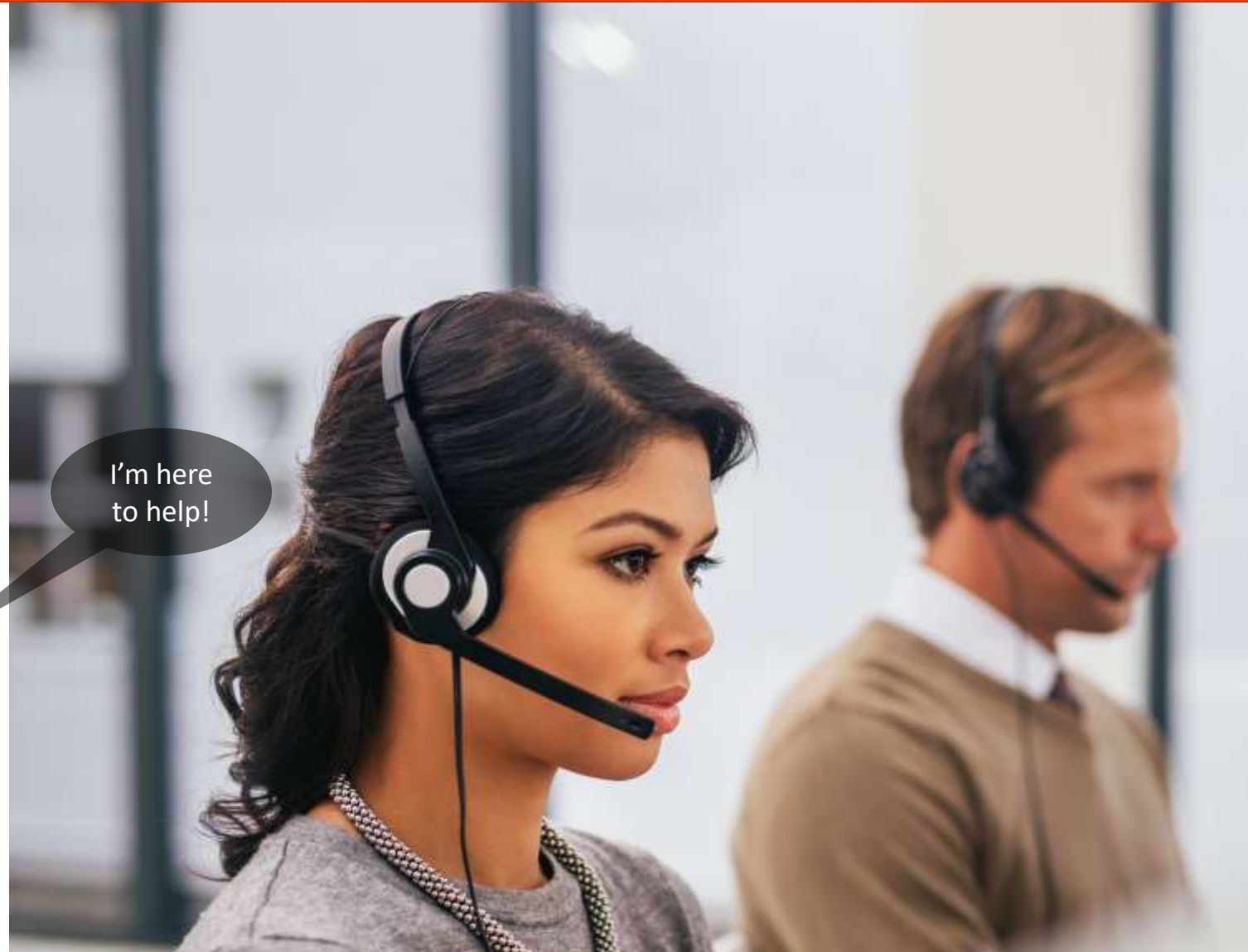
- Empowered
- Act faster
- Perform better

And happier because their job is

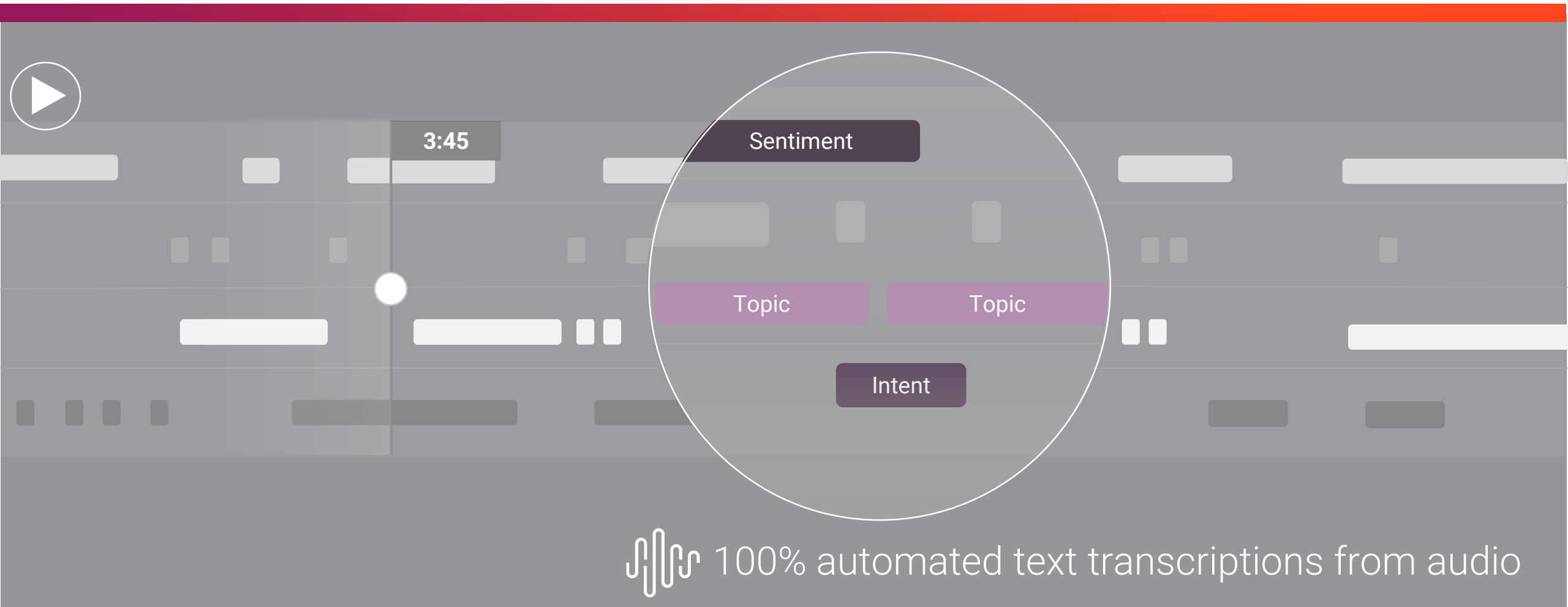
- Easier
- Enjoyable
- Motivating



I'm here to help!



Automated Speech and Text Analytics



The image shows a video player interface with a timeline. A magnifying glass highlights three labels: "Sentiment" (dark purple), "Topic" (light purple), and "Intent" (dark purple). The video player includes a play button, a progress bar with a timestamp of 3:45, and various control icons.

 100% automated text transcriptions from audio



No matter how many engagements are automated, human qualities will always shape the customer experience.

Automation@Work

Using AI to enhance human qualities in the workplace

Thank You!

michael.murphy@genesys.com