callcentre helper com

GENESYS

Excellent Customer Service for Vulnerable People

Predictive Routing

Virtual Assistant

Analytics

GENESYS

Automated Routing and Performance

Predictive Routing

Performance DNA

Customer profile

- Products
- Services
- Likes/dislikes
- Demographics

Employee profile

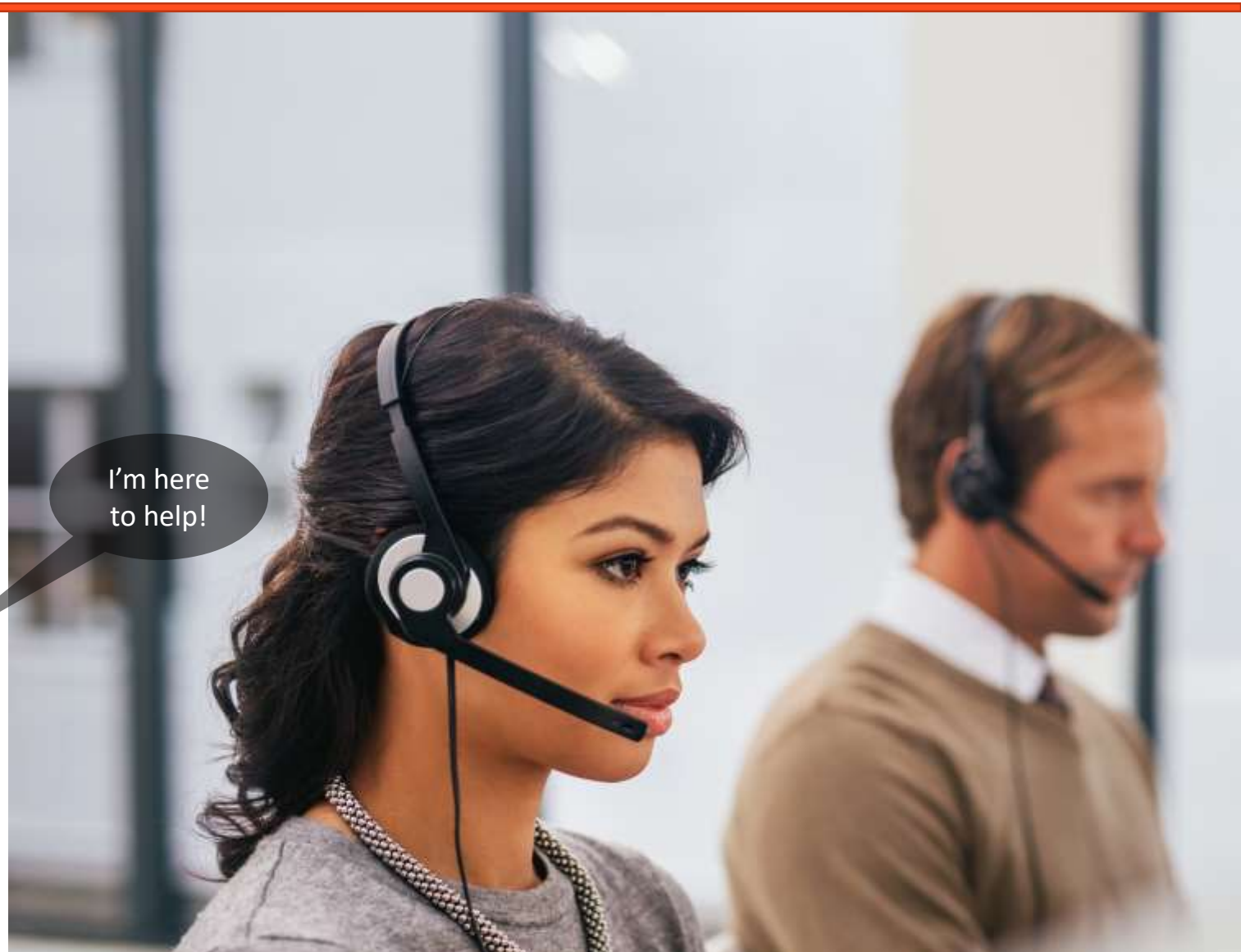
- KPIs
- Likes/dislikes
- Quality
- Skills/knowledge
- VoC, VoE

GENESYS

Introducing an AI-powered Virtual Assistant for Agents

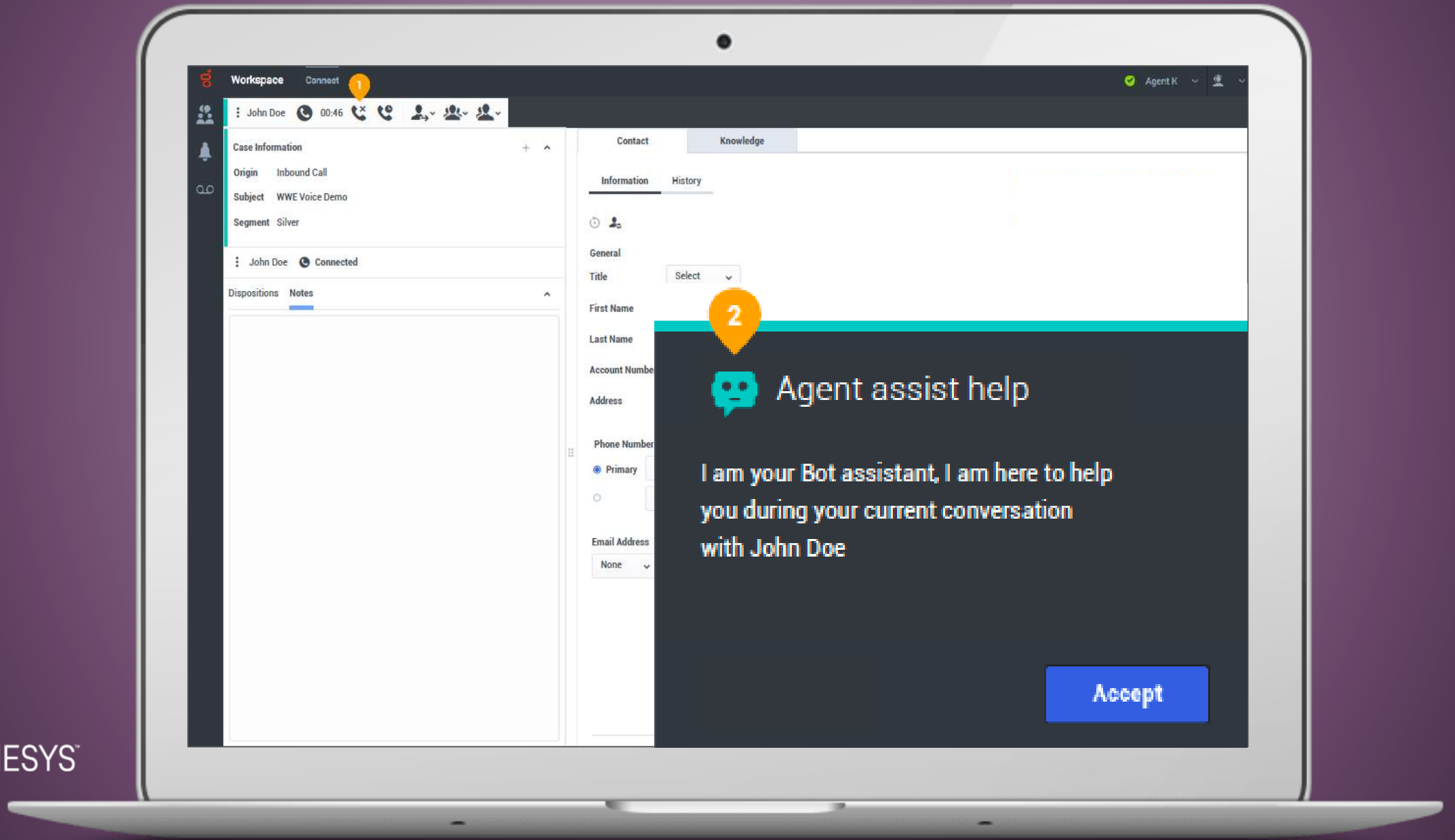
A virtual assistant

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



GENESYS

Automated Agent Assistance



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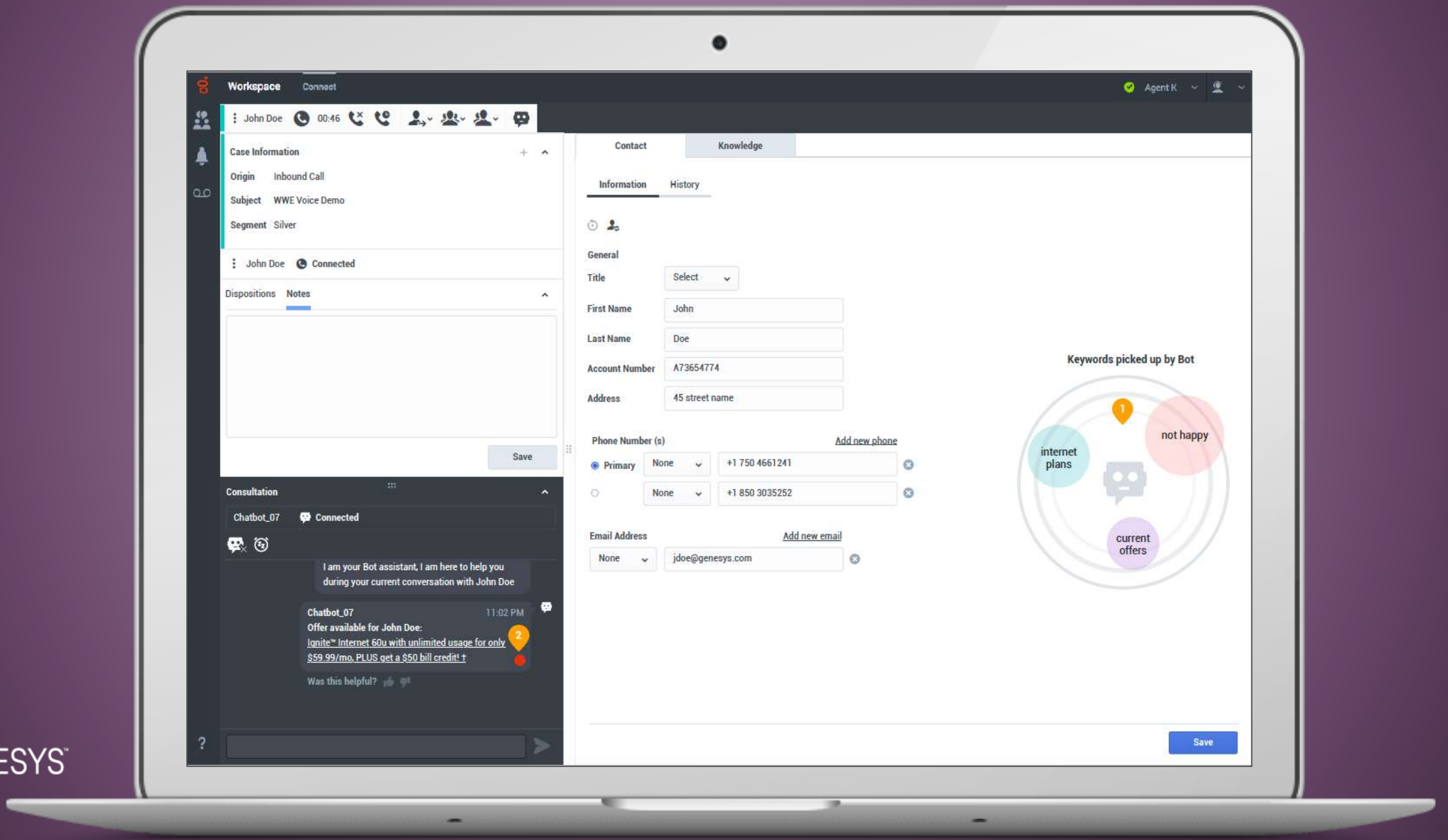
Automated Agent Assistance



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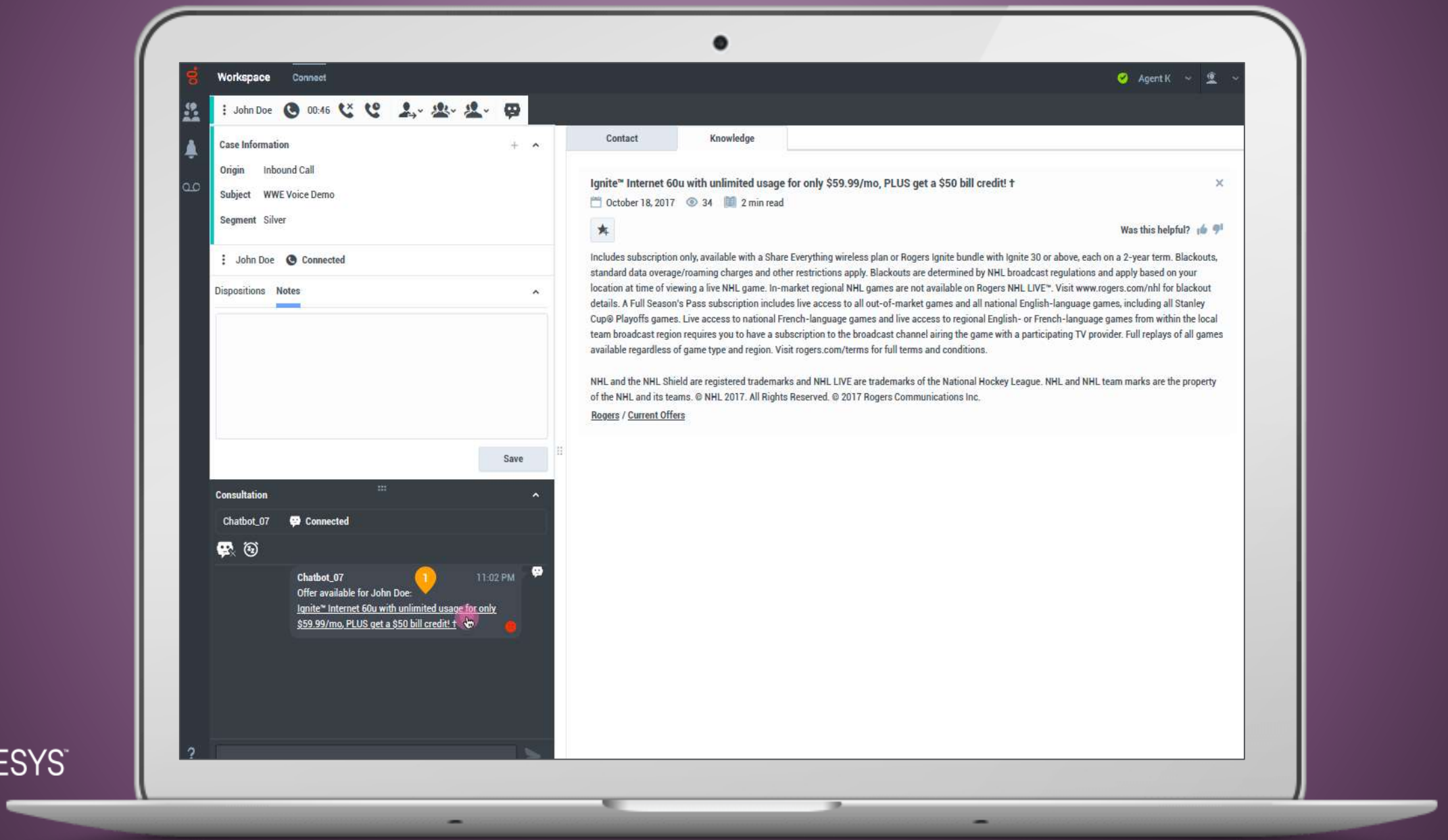
Automated Agent Assistance



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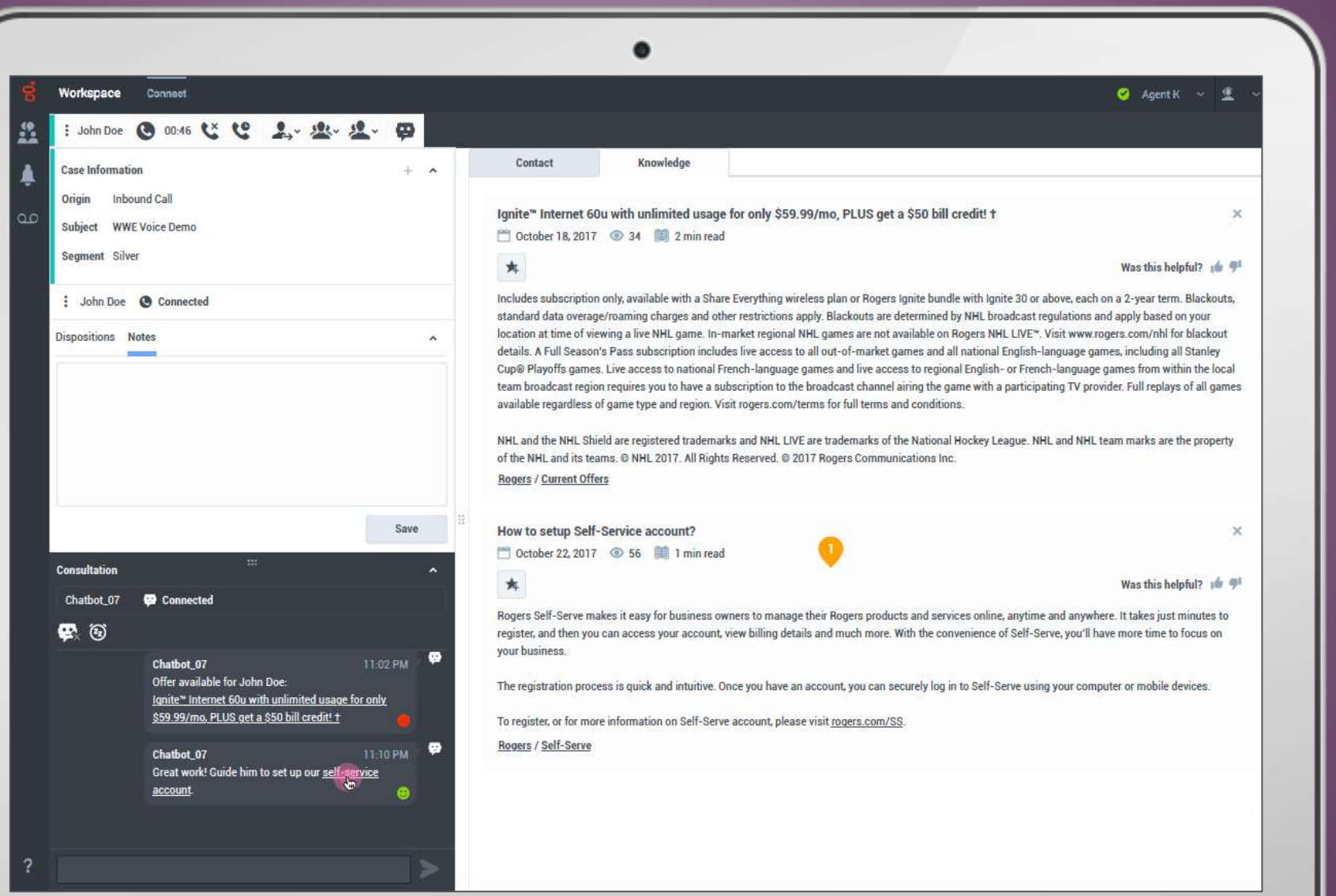
Automated Agent Assistance



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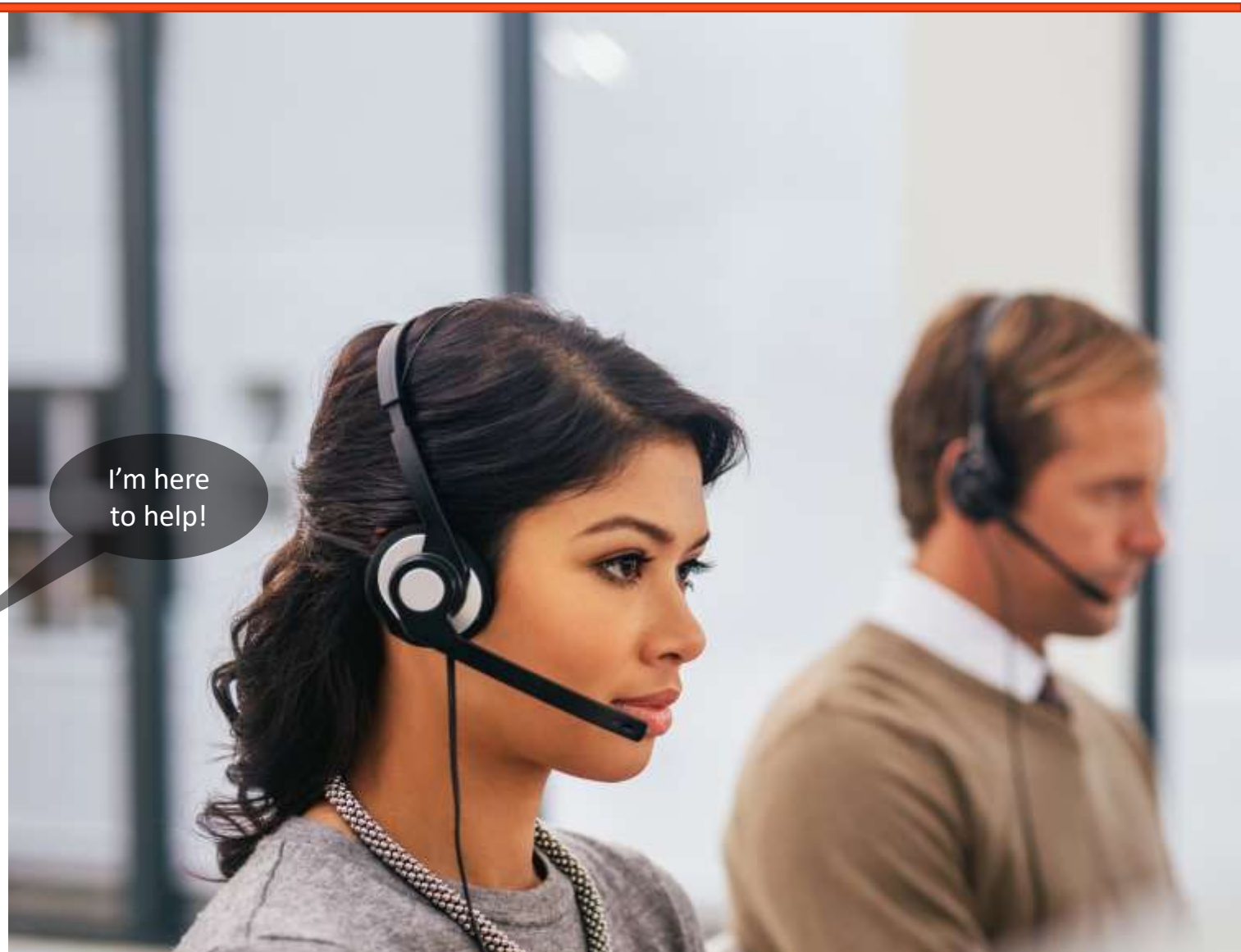
Introducing an AI-powered Virtual Assistant for Agents

AI-assisted employees are

- Empowered
- Act faster
- Perform better

And happier because their job is

- Easier
- Enjoyable
- Motivating



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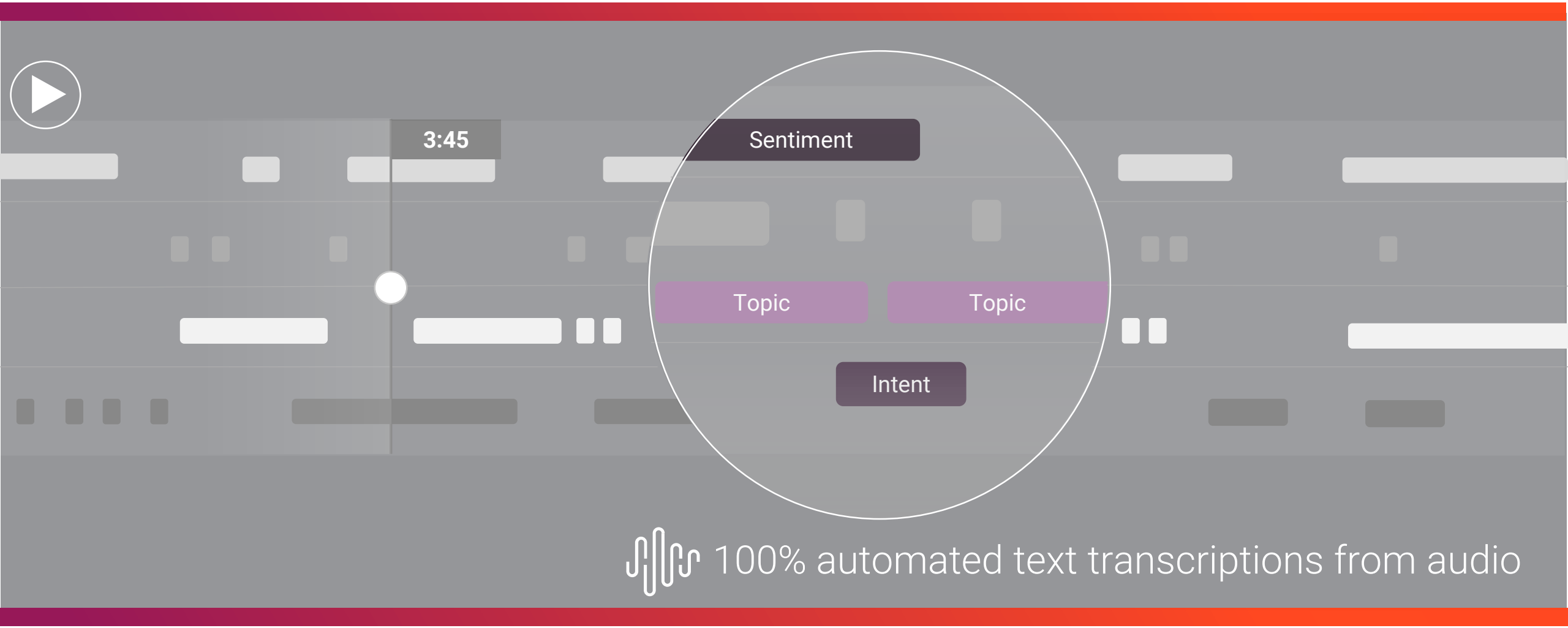
Automated Speech and Text Analytics



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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

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Thank You!

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