How To
Make Your
Agents More
Productive

Webinar

>> Thursday 14th November 2019

Mike Murphy

GENESYS

callcentre helper.com

Real-Time Interaction Explosion

3.5x growth from 2017-2022
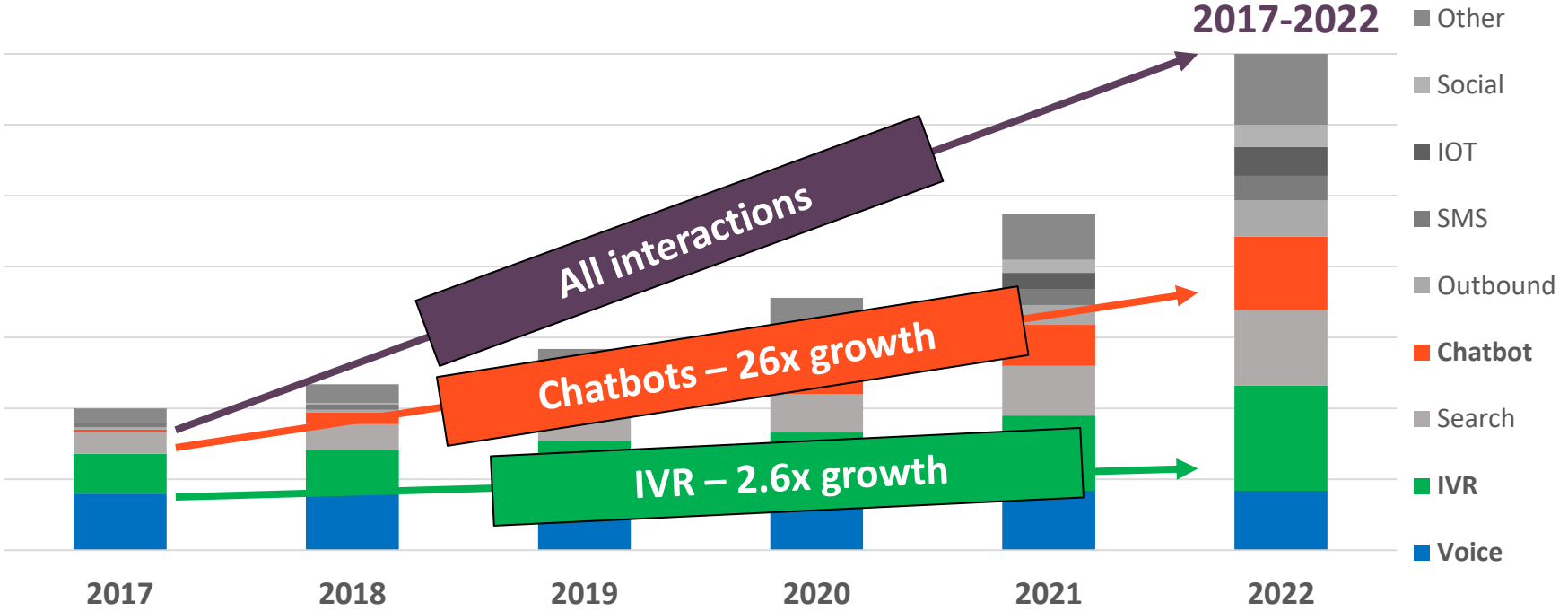
All interactions

Chatbots – 26x growth

IVR – 2.6x growth

Legend:
- Other
- Social
- IOT
- SMS
- Outbound
- **Chatbot**
- Search
- **IVR**
- **Voice**

Years: 2017, 2018, 2019, 2020, 2021, 2022

EVERY ECONOMY IS A HUMAN ECONOMY

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CONNECT TO THE HUMAN

ZERO-CONTEXT CUSTOMER SERVICE
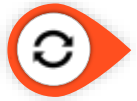
Predictive Routing

- Predicted business outcomes
- Infinite number of dimensions
- Continuous analysis, improvement and updates
- Machine learning-based pattern correlations
- Omnichannel by design

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PREDICTIVE ROUTING

	Experience	Location	Language	Age	Training	Talkative	Gender	CSAT	
Age 🏔️	High	East Coast	Primary	20's	High	Yes	Female	8.4	**Stephanie**
Location 📍	Low	West Coast	Secondary	40's	High	No	Female	2.1	**Bridget**
Income 💲	High	Central	Primary	30's	High	Yes	Female	9.1	**Josh**
Channels 📺									
Devices 💻									
Gender 👥	Low	West Coast	Primary	50's	High	Yes	Male	3.2	**Chris**

PREDICTIVE ROUTING

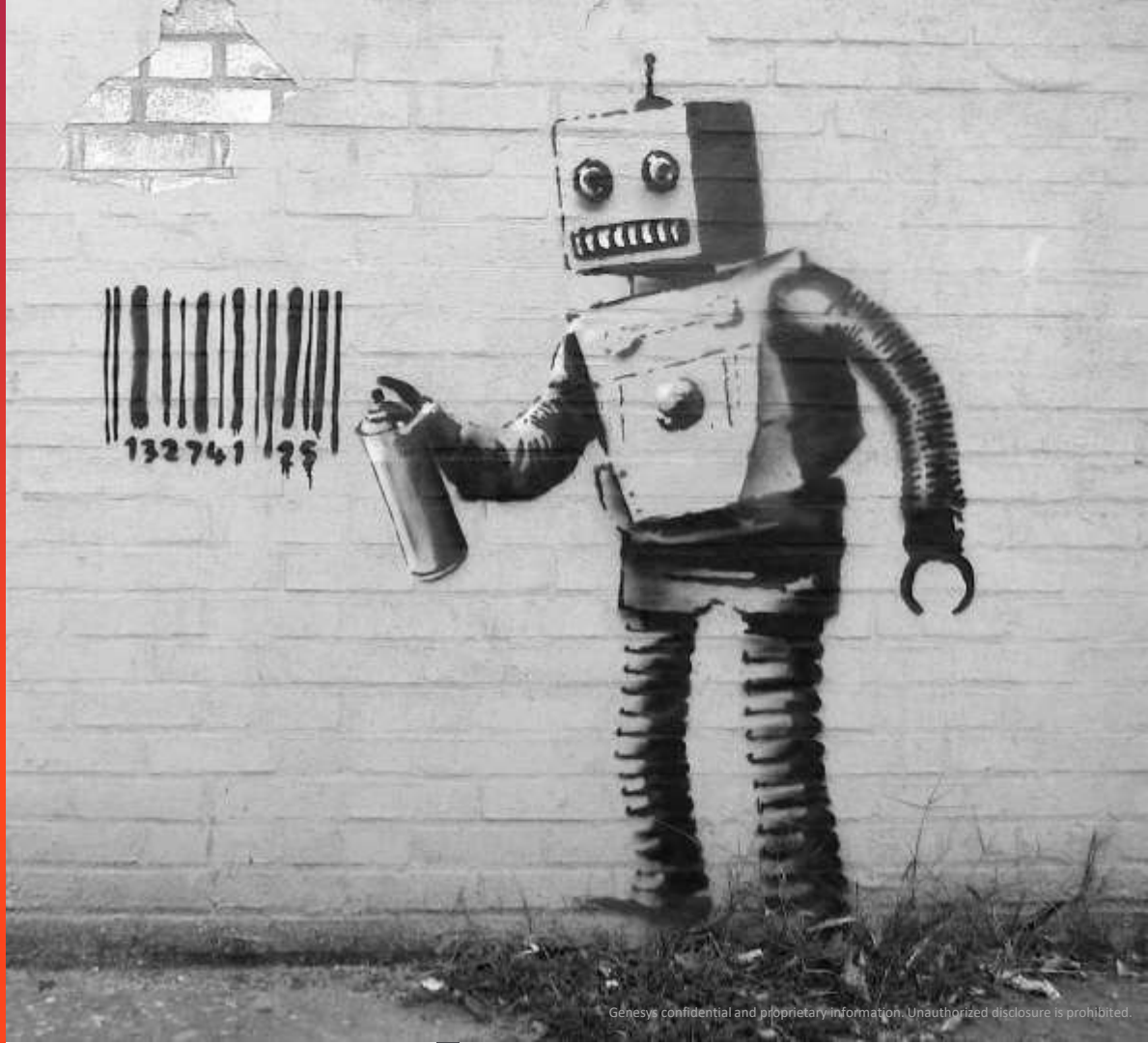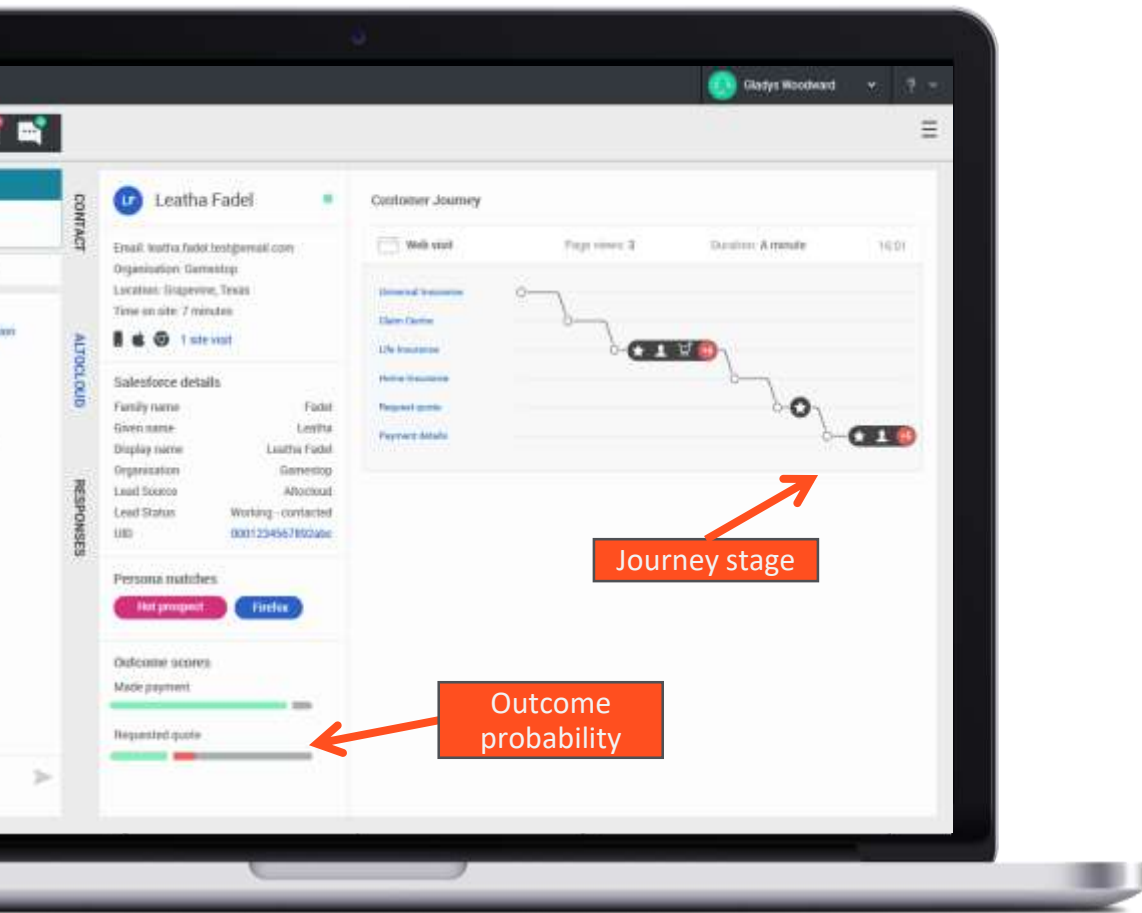|	Experience	Location	Language	Age	Training	Talkative	Gender	CSAT	
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Automation

Intelligent Automation
For IVR and Chatbots

- Design once, deploy on any channel

- 80+ prebuilt microapps

- Native Natural Language Processing (NLP) engine or use third party

- Multi-lingual dialog management

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UNTAILORED EXPERIENCES

Journey stage

Outcome probability

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Real-time Journey Analytics

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IMPOSING MESSAGING

MESSAGING

wake up | drive to work | work some | work some more, drive back home | dinner | relax | sleep

Facebook Messenger   WeChat   Apple Business Chat

Messaging for Apple Business Chat

Integrated with Apple Pay

Maps and location awareness
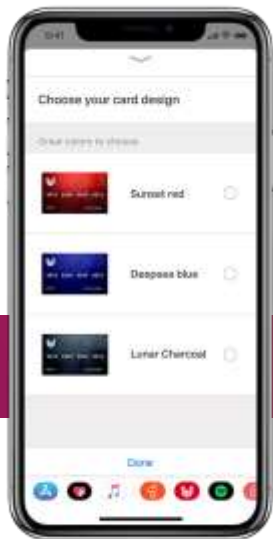
Blended AI

Customizable list and date/time pickers
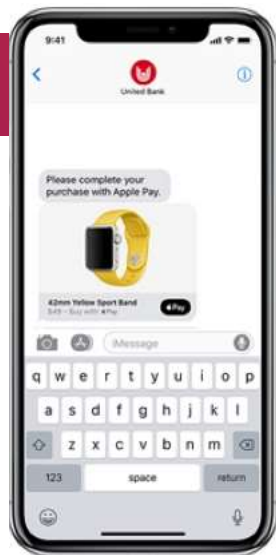
Extension for secure login

Images, videos & attachments

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DISRUPTION FROM NEW TOOLS

Easy – all in one
Agent desktops have
never looked so good

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QUESTIONS?

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