

Mike Murphy

GENESYS



How To
Make Your
Agents More
Productive

Webinar

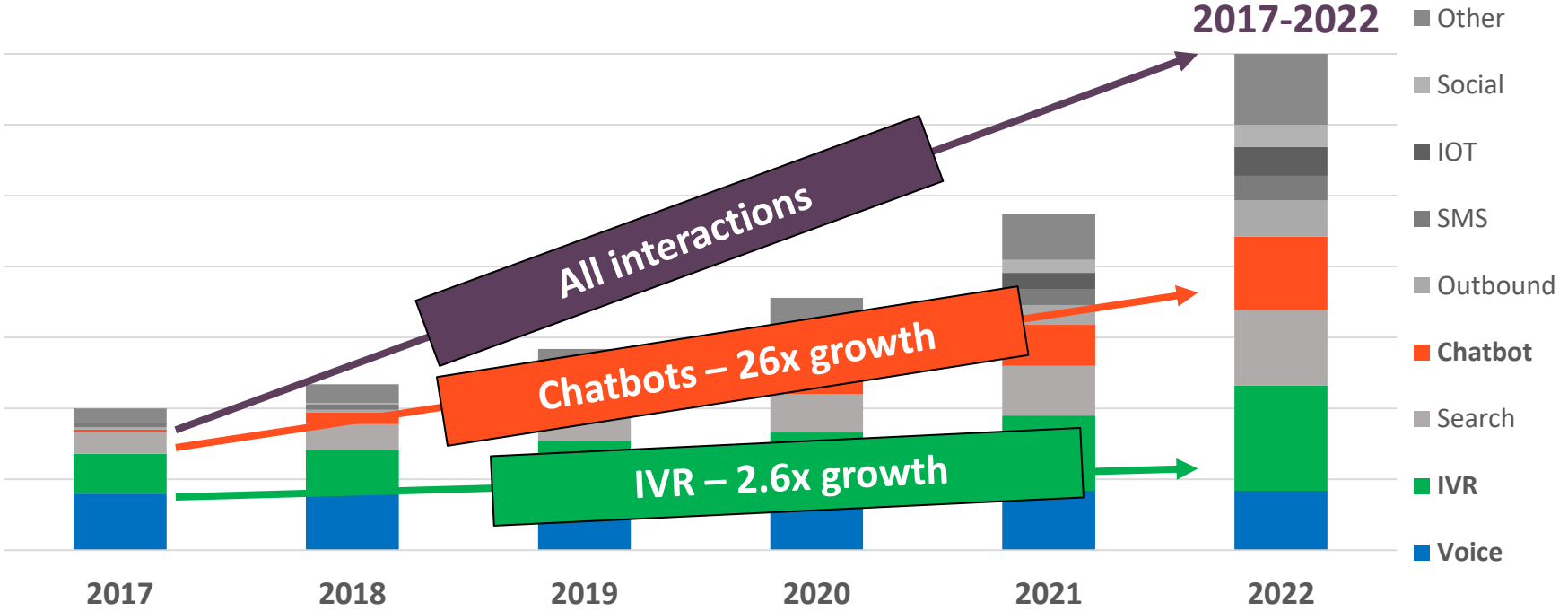
>> Thursday 14th November 2019

callcentre 
helper 

Real-Time Interaction Explosion

3.5x

**growth from
2017-2022**



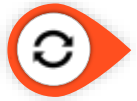
A top-down view of two individuals in business suits using smartphones. The person at the top is holding a smartphone with a red screen and a white icon, pointing at it with their right index finger. The person at the bottom is holding a smartphone with a red screen and a white icon, looking at it with both hands. The background is a dark, textured surface, possibly marble. The text "EVERY ECONOMY IS A HUMAN ECONOMY" is overlaid in the center in a bold, orange font.

EVERY ECONOMY IS A HUMAN ECONOMY

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



PREDICTIVE ROUTING

Experience Location Language Age Training Talkative Gender CSAT

Age



Location



Income



Channels



Devices



Gender



High

East Coast

Primary

20's

High

Yes

Female



Stephanie

Low

West Coast

Secondary

40's

High

No

Female



Bridget

High

Central

Primary

30's

High

Yes

Female



Josh

Low

West Coast

Primary

50's

High

Yes

Male



Chris

PREDICTIVE ROUTING

Experience Location Language Age Training Talkative Gender CSAT

Age



Location



Income



Channels



Devices



Gender



High

East Coast

Primary

20's

High

Yes

Female

8.4

Stephanie

Low

West Coast

Secondary

40's

High

No

Female

2.1

Bridget

High

Central

Primary

30's

High

Yes

Female

9.1

Josh

Low

West Coast

Primary

50's

High

Yes

Male

3.2

Chris

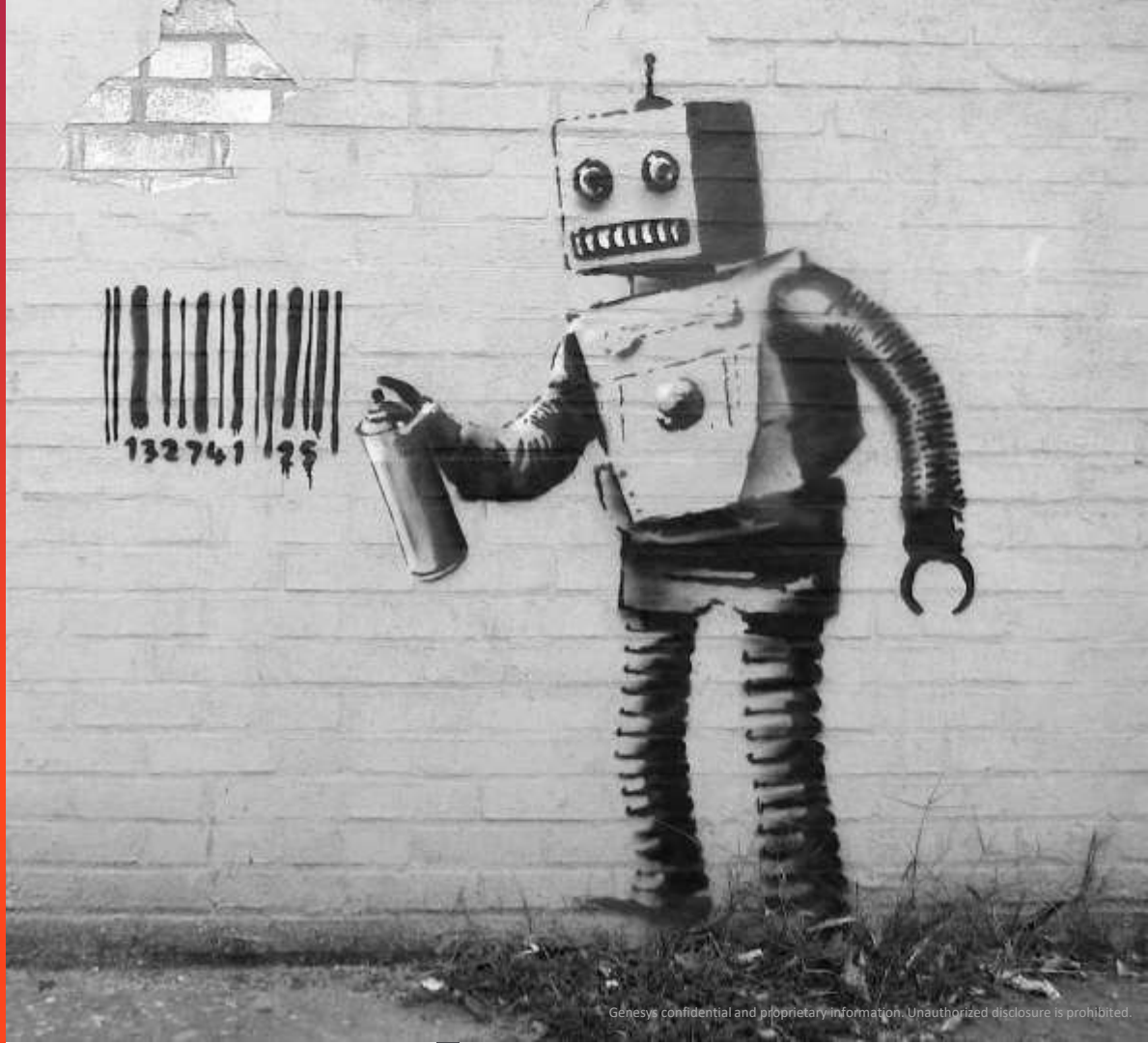


Automation



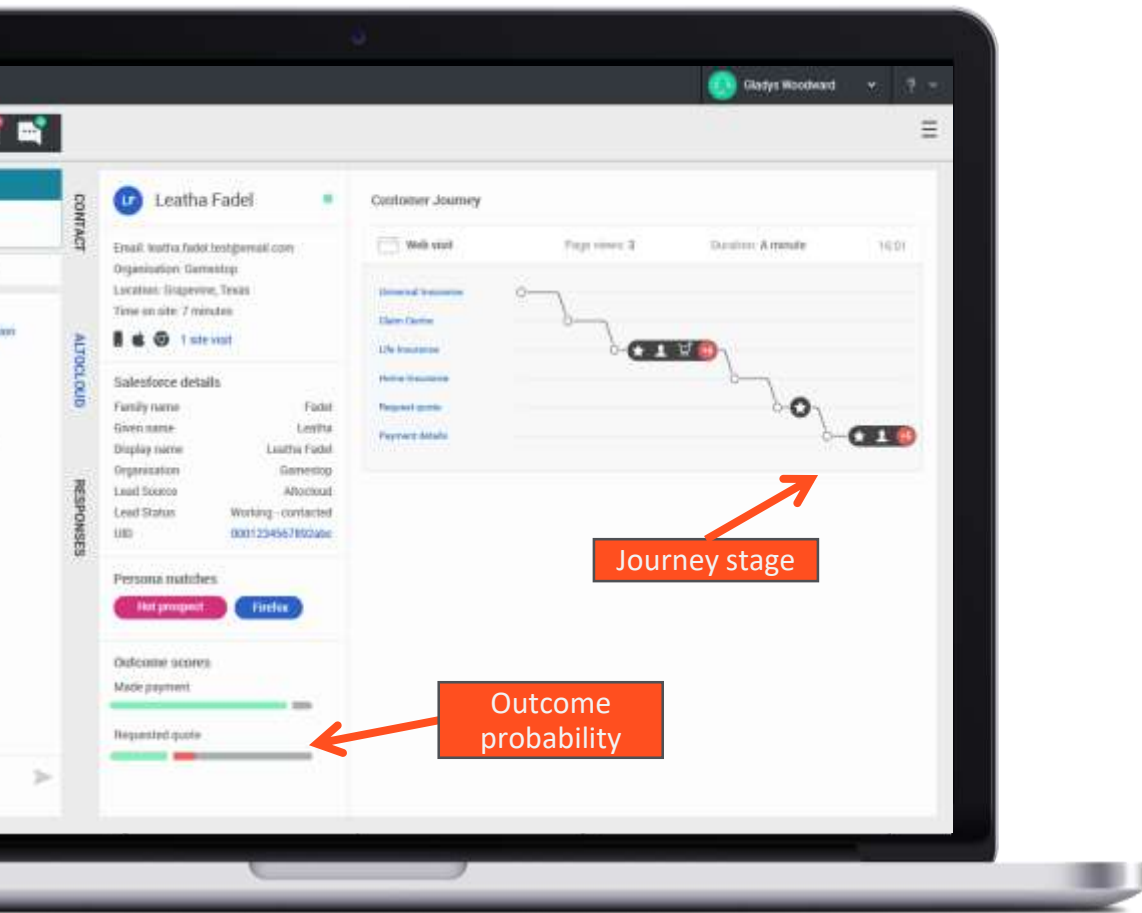
Intelligent Automation For IVR and Chatbots

- Design once, deploy on any channel
- 80+ prebuilt microapps
- Native Natural Language Processing (NLP) engine or use third party
- Multi-lingual dialog management



A black and white photograph of a woman with long dark hair sitting on a couch. She is looking down at a laptop screen in front of her. In her right hand, she holds a credit card. The background is a blurred living room with a framed picture on the wall.

UNTAILORED EXPERIENCES



Genesys Altocloud

Real-time Journey Analytics

IMPOSING MESSAGING

MESSAGING





Facebook Messenger

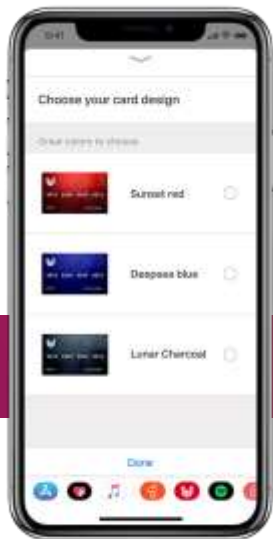


WeChat



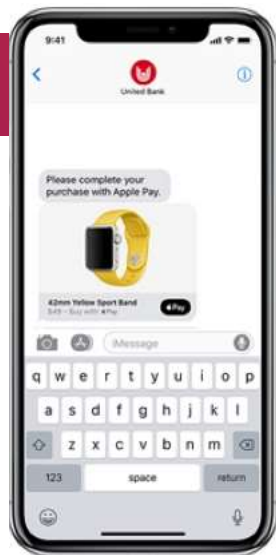
Apple Business Chat

Messaging for Apple Business Chat



Customizable list and date/time pickers

Integrated with Apple Pay



Extension for secure login

Maps and location awareness



Images, videos & attachments

Blended AI





DISRUPTION FROM NEW TOOLS



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

Workspace Connect Monitor Plan

Thomas Patrick 01:34

Calendar

New event

April 2018

Types

- Shift
- Time Off
- Exception
- Training
- Availability
- Catpool
- Meal
- Break
- Marked time

Event state

Any

Search: agent

- Agent C (Logged Off)
- Agent J (Star)
- Agent K (Logged Off)
- Agent L (Busy)

4 Matching Agents

March 20

11 12 13 14

18 19 20 21

25 26 27 28

1 2 3 4

Customer Online Help Break 1

?

QUESTIONS?