 GENESYS™



Webinar
>> Thursday 20th June 2019
**The New Rules
for Customer
Experience**



Be there for your customers. Any time, any channel.

Mike Murphy – michael.murphy@genesys.com

Customers expect more

64%

of consumers expect real-time responses from your business, at any time.



And they expect it everywhere

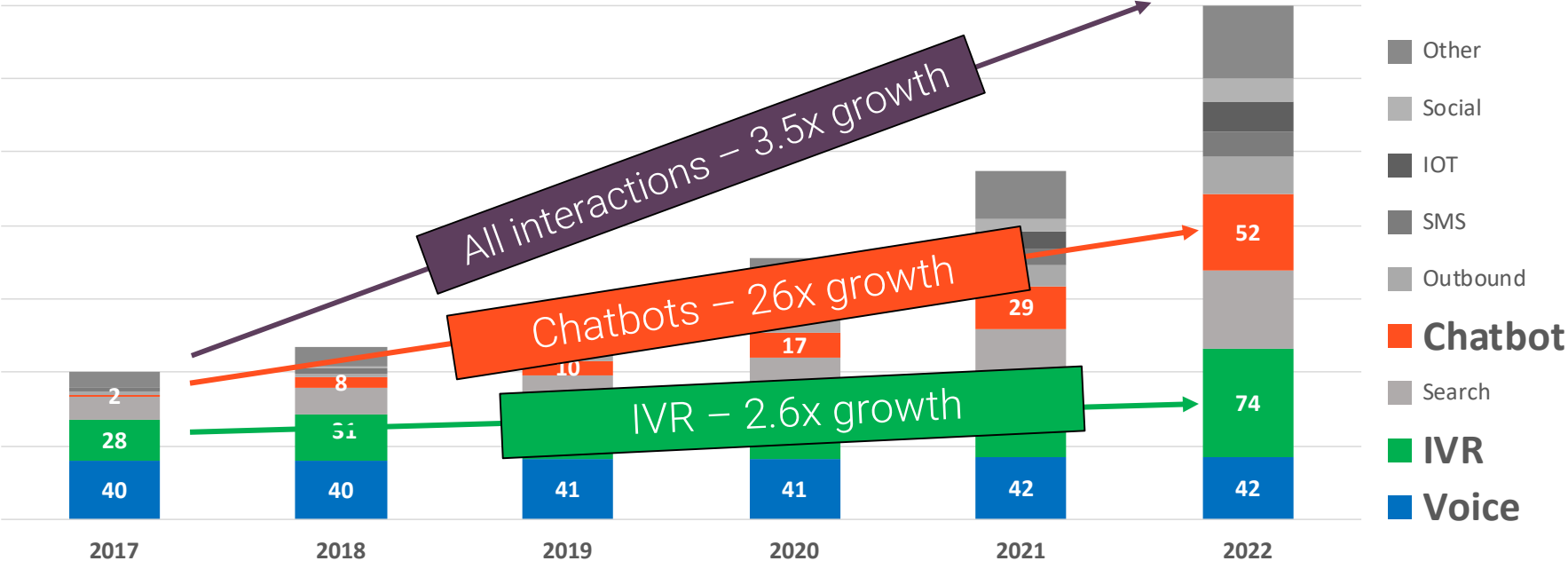
65%

say they are likely to switch brands if they receive inconsistent customer service across platforms

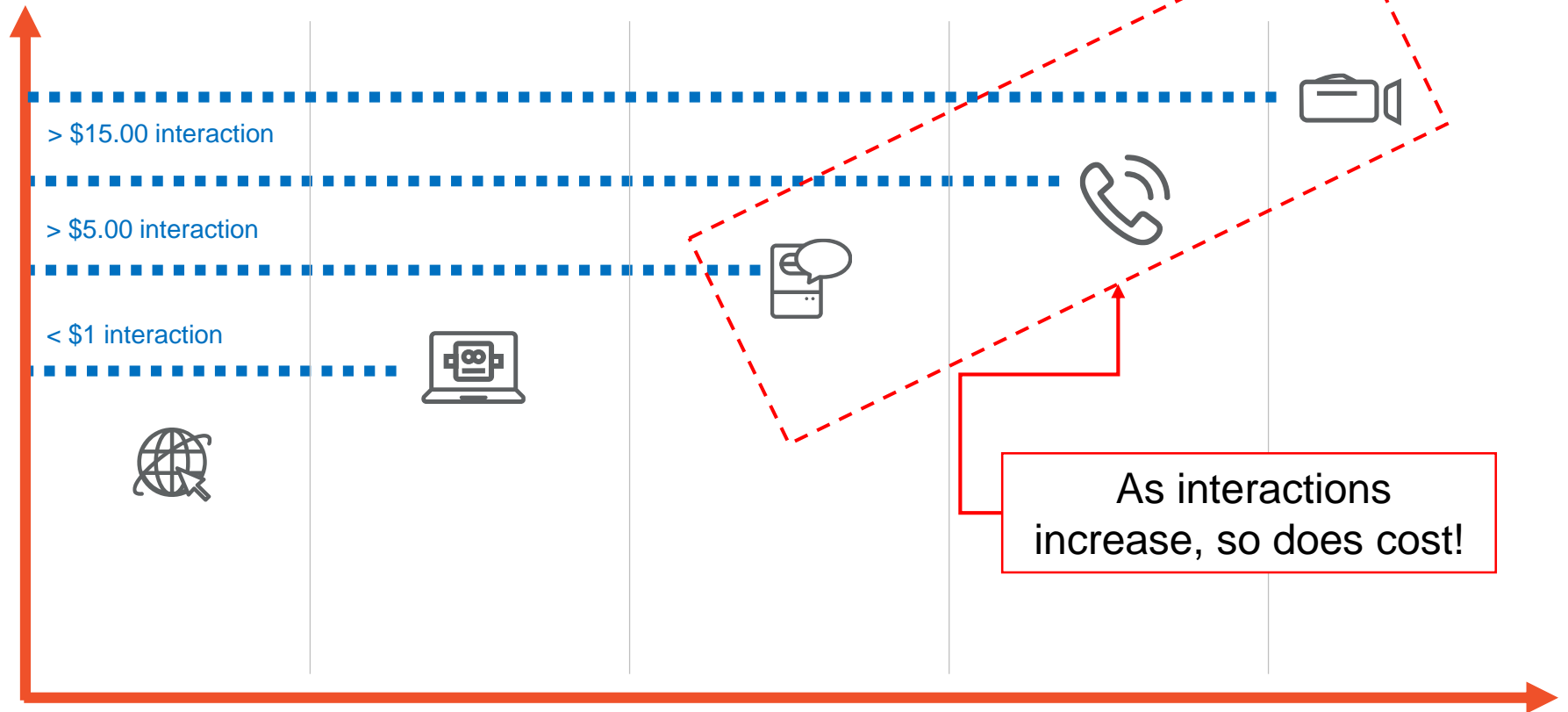
(online, in-store, phone, text, email)



It's not getting easier



And it's not getting any cheaper



Demand can't be met with the status quo

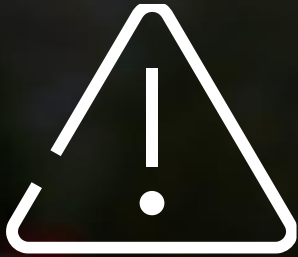


Exploding customer expectations



Inability to deliver

It's difficult for your customers to engage and it's more expensive for you to serve. You must break down your technology silos and reduce costs.



Increasing interactions
across increasing
channels



Agents 25-75X the
cost of self-service



Repeat calls and
transfer wastes time



Losing customer
journey across
channels



Accelerate time to value with pre-built industry specific bots managed in a single platform.



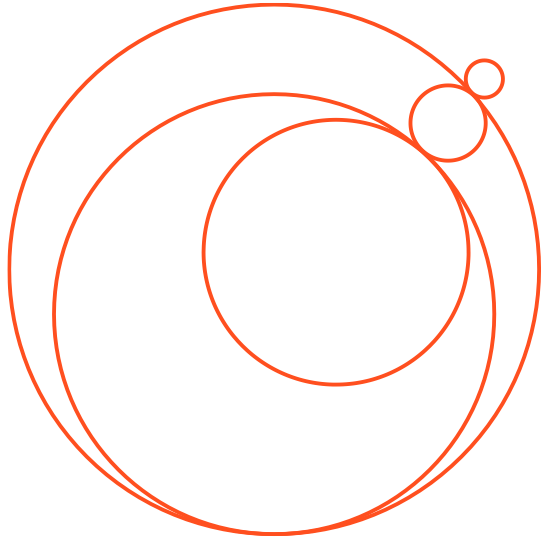
Build a bot once and use across every channel, seamlessly transitioning to an agent with full context.



Use the best AI without being locked in to a single vendor. Genesys, Google, and Amazon in one place.

Beat rising demand and exceed your customer's expectations with Service Automation.

Is Kate an option?



Kate



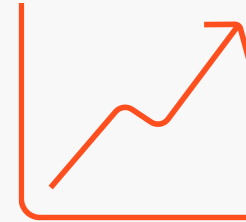
Engage when and how
a customer prefers



Provide swift and
accurate responses



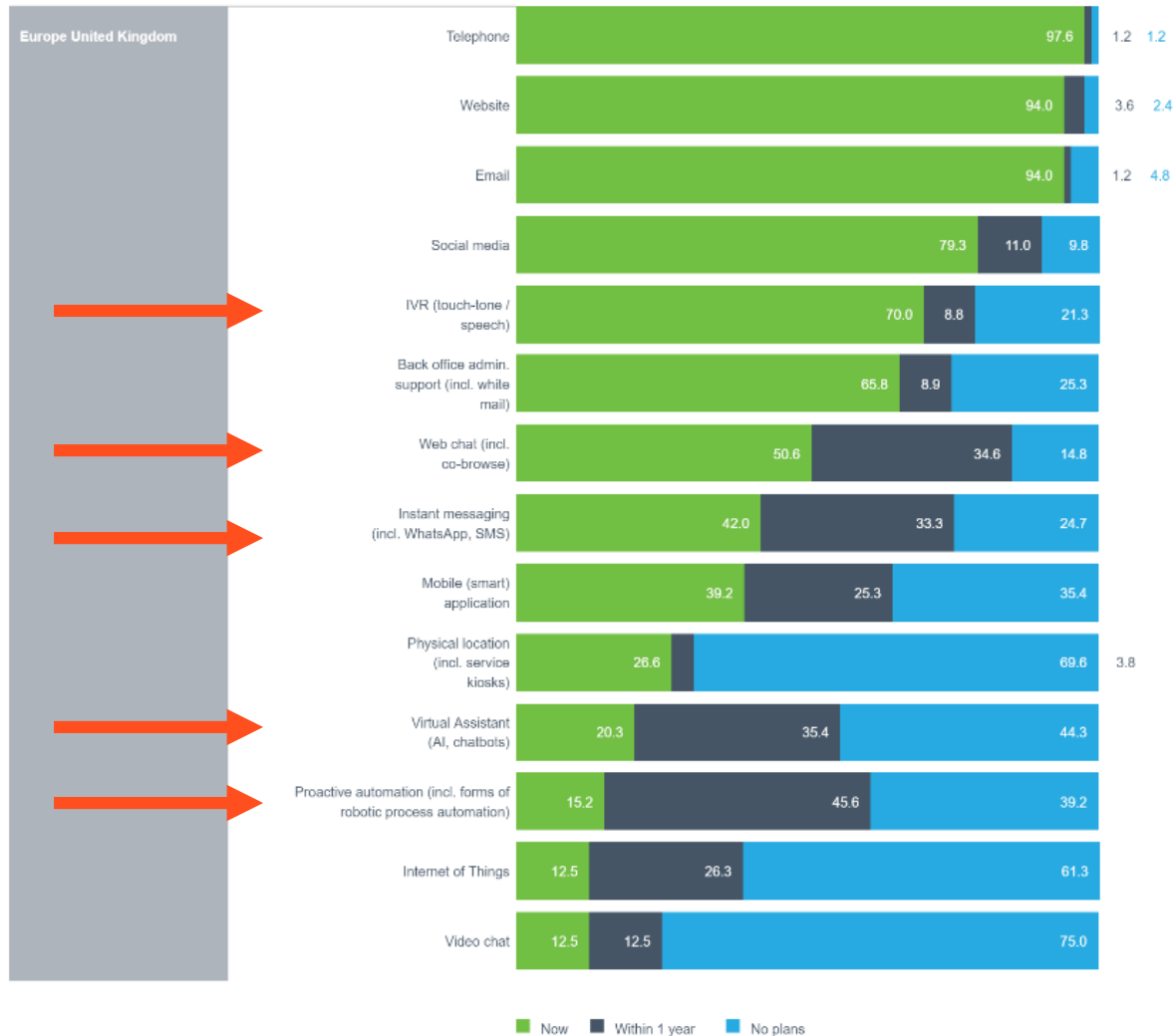
Increase customer
value and satisfaction



Improve workforce
productivity and loyalty

DD Benchmark '19

- Within a year
- Redefine IVR / Digital IVR?





Thanks