



Proven
Techniques
to Increase
Customer
Satisfaction

Webinar

>> Thursday 5th March 2020

A hand holding a blue and red magnet over wooden blocks. The magnet is positioned above a row of wooden blocks, and the hand is holding the magnet from the top right. The background is a light grey.

GENESYS

Mike Murphy

callcentre
helper.com



The Foundation of Voice

A re-introduction to the core communication of every company.

 GENESYS™



83%

of customers say
voice is still their
preferred channel for
complex interactions.

IVR Self-Service

Automate the best first-impression with drag-and-drop simplicity.

Make a competent, intelligent impression 24x7.



An Understanding IVR

Give your customers a choice to express themselves naturally, and see those higher NPS scores come in.



Hand-in-Hand Integration

When your IVR and ACD understand each other, customers don't repeat themselves. They'll love you for it.



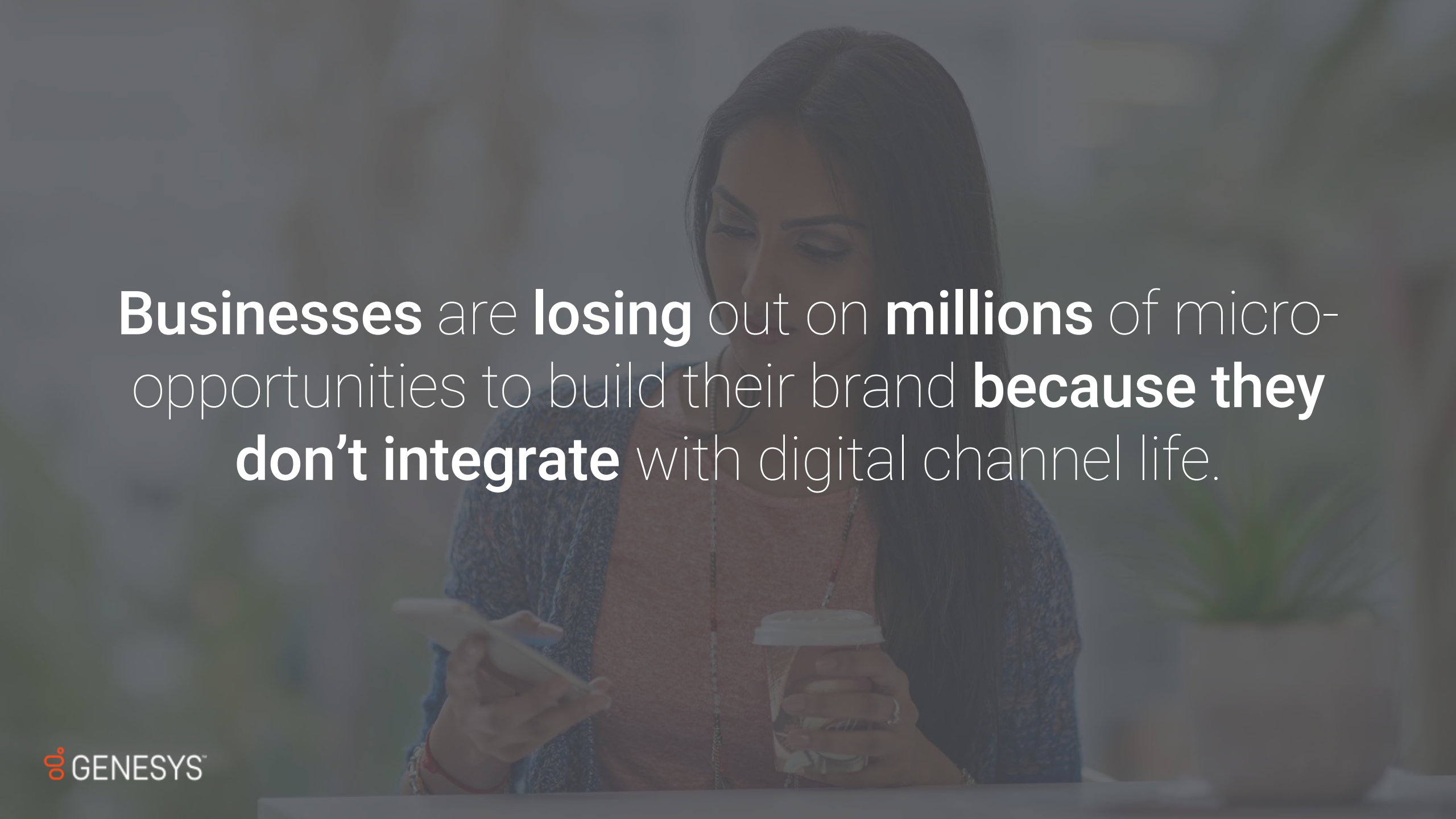
Easy as a Making Tea

Meet the rapid-changing needs of your customers in the time it takes to make a cup of tea — actually, maybe faster.



30%

Increase in satisfied customers and reduction of live help after moving to self-service IVR



Businesses are **losing** out on **millions** of micro-opportunities to build their brand **because they don't integrate** with digital channel life.

A woman with curly hair is smiling and talking on a telephone. She is surrounded by many other telephones on a desk. The entire image has a warm, orange-red tint.

Omnichannel Routing

Your customers communicate on many channels. You should, too.

 GENESYS™

11

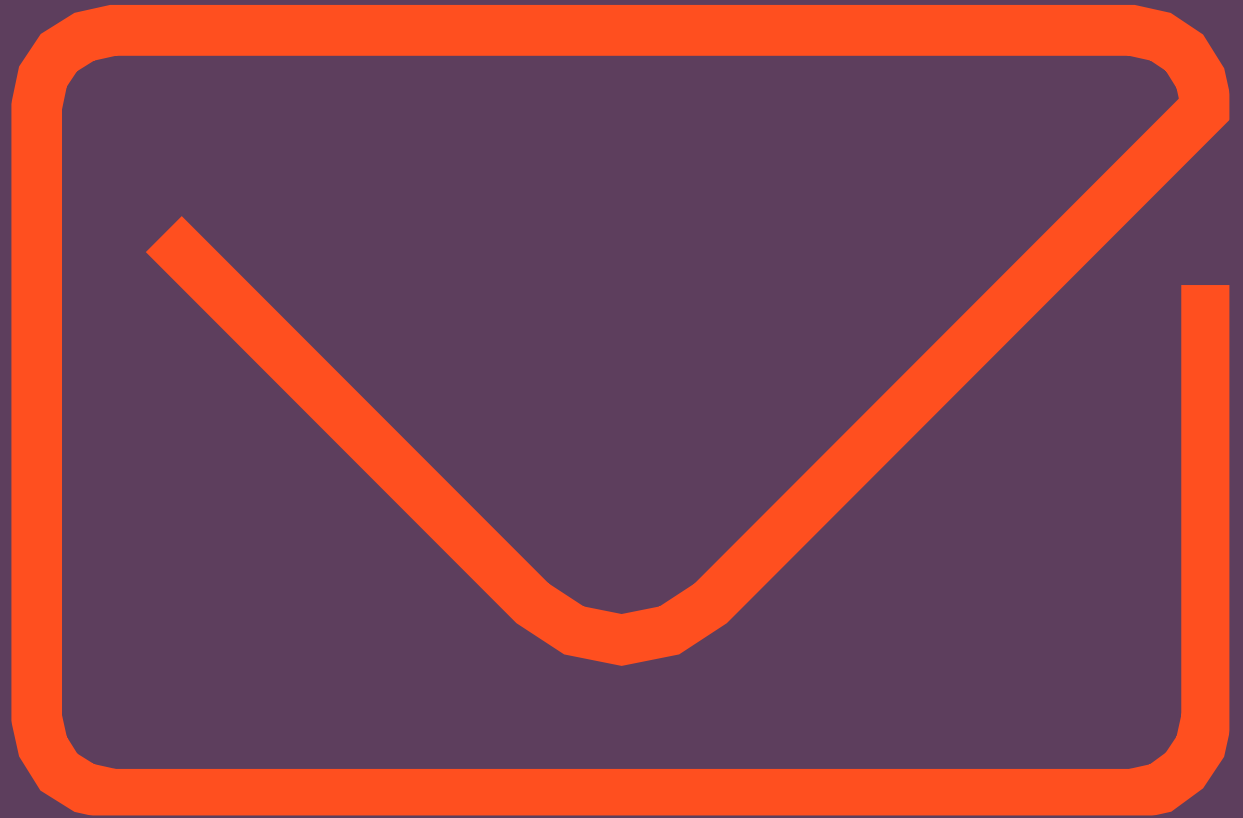
CHANNELS

In 2018, consumers choose a norm of 11 channels to interact with businesses.

Experience the
power of one.

One tool.
One interface.
One routing engine.
One source of truth.
One ongoing conversation.

Delight your customers with in-the-moment email.



Immediately engage with live (and interested) customers.





90%

of SMS messages are
read within 3 minutes.

Integrate into your customers' lives with contextual SMS.



All-channel integration for serious customer service



Multichannel Recording

Record voice alongside emerging digital channels to gain a unified picture of your customer relationships.



CRM Personalization

Genesys Cloud works with your telco and terminates with your PBX as you take one more step toward full cloud.



Proactive Advantage

Give your customers time-sensitive SMS alerts, engaging chat assistance, and instant email responses.



Reporting & Analytics

Interact with your data while gaining insights about your customers

The voices in your head aren't talking to each other.



Fragmented Visibility

You've got multiple data points with customer insights – but are still blind to big-picture opportunities.



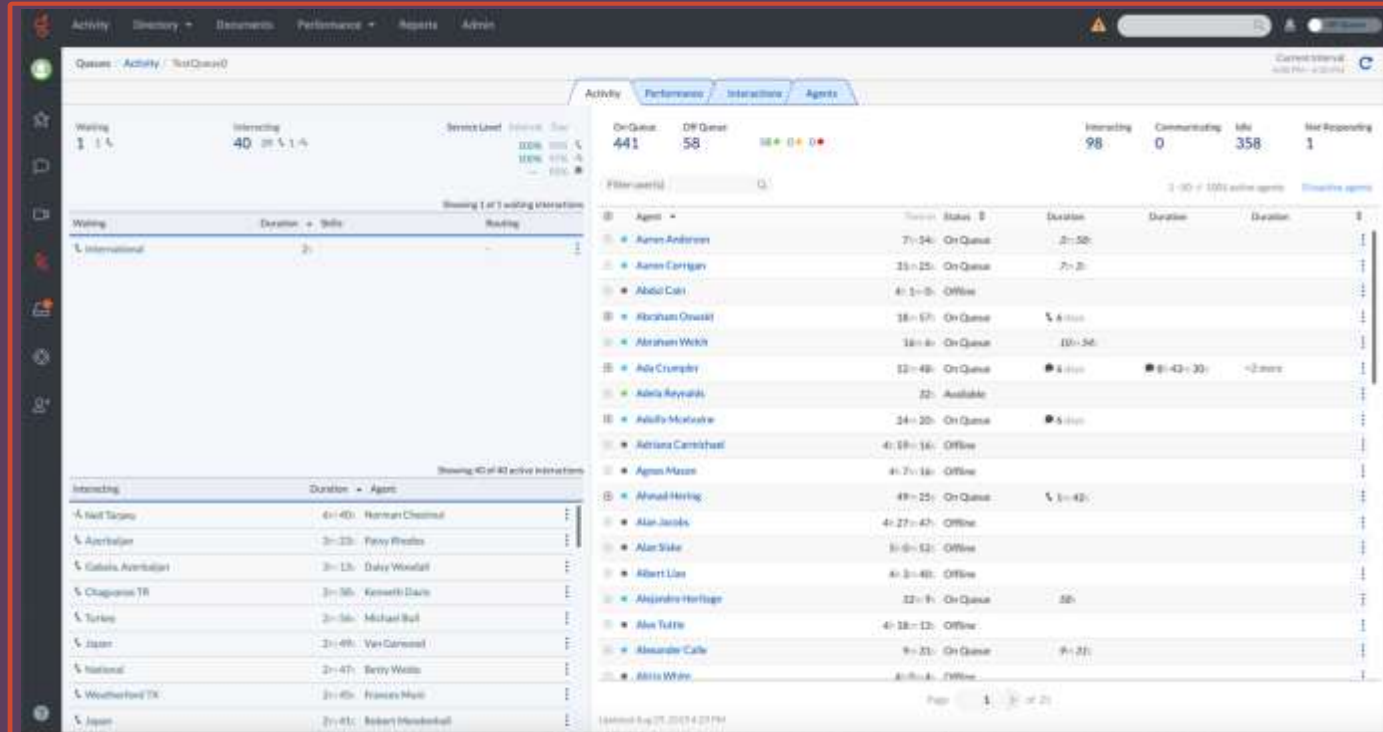
Inflexible Reporting

You're manually extracting and combining multiple reports without the easy of drill-down exploration.



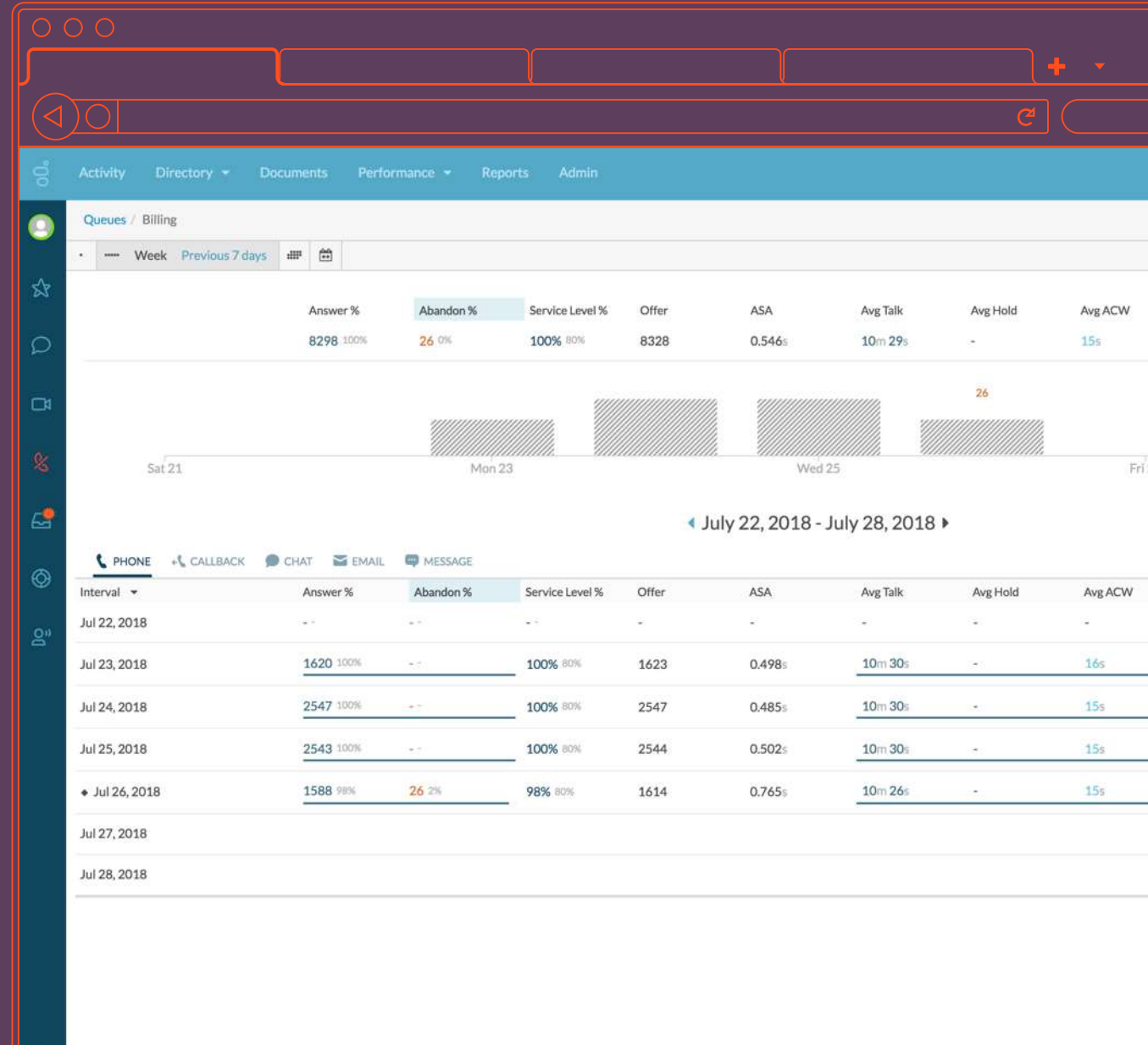
Data Inaccessibility

Your reporting has you anchored to your desk instead of giving you real-time insights on the agent floor.



Measure and monitor in real time.

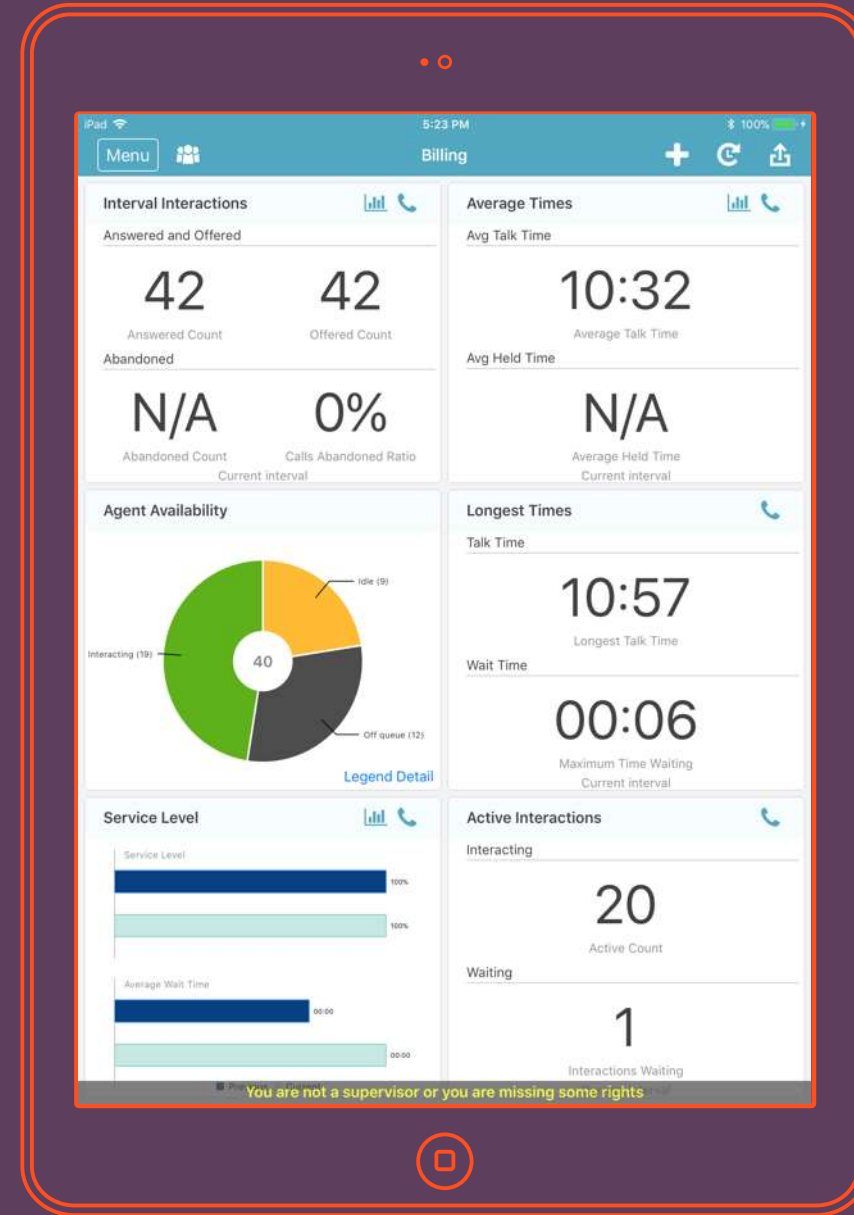
Virtually limitless reporting — always at your fingertips.



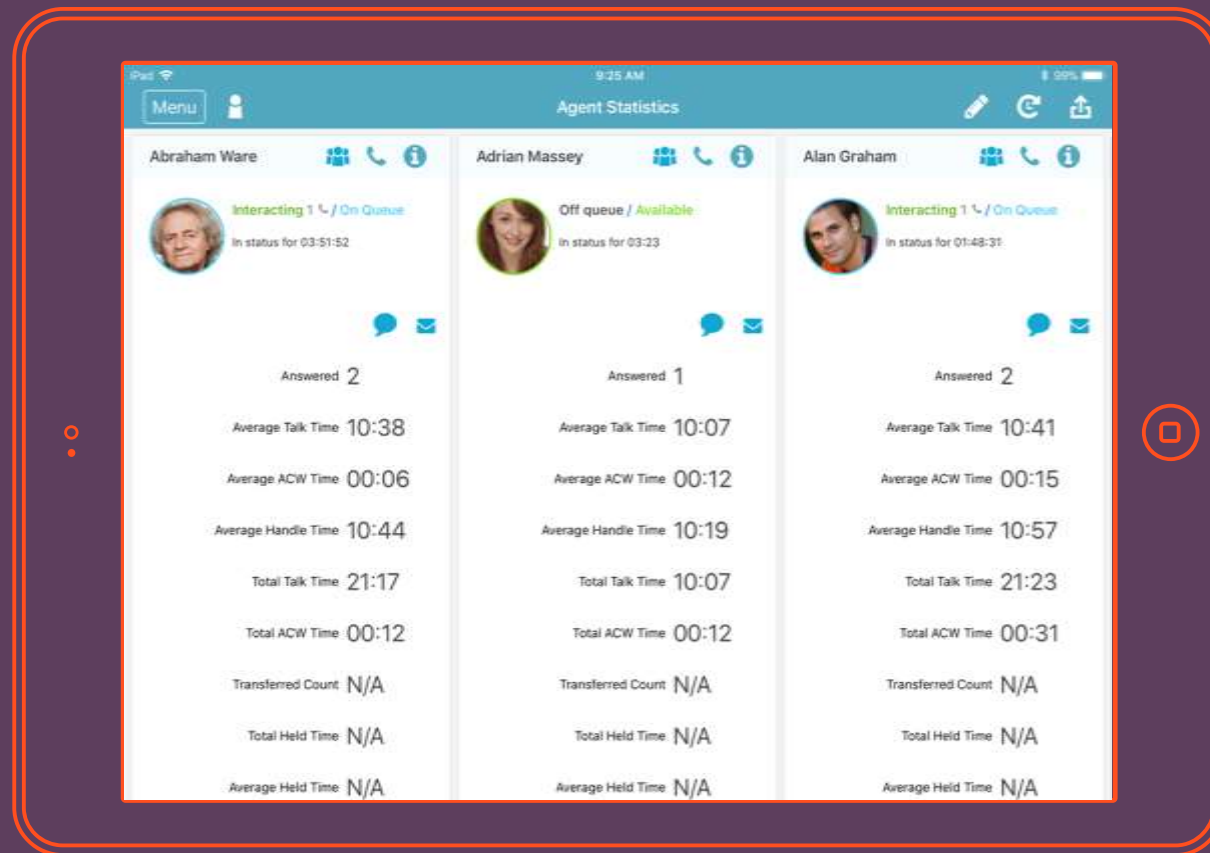
Get a good look: data and dashboards.

Real-time & historical data

Unlimited channel surfing



Monitor performance
from anywhere.



Radically easy way to give your customers what matters most



Digital Channels



Self Service



Inbound Phone Calls, Outbound Dialer



Reporting



Workforce Management



Recording & Interaction Analytics



Quality Management



Surveys



Agent Desktop



CRM Integrations



Open Integrations



Application Ecosystem

Cloud means
frictionless implementation

50% less discovery

60% less build time

45% overall cost savings





Thank you!