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 GENESYS™

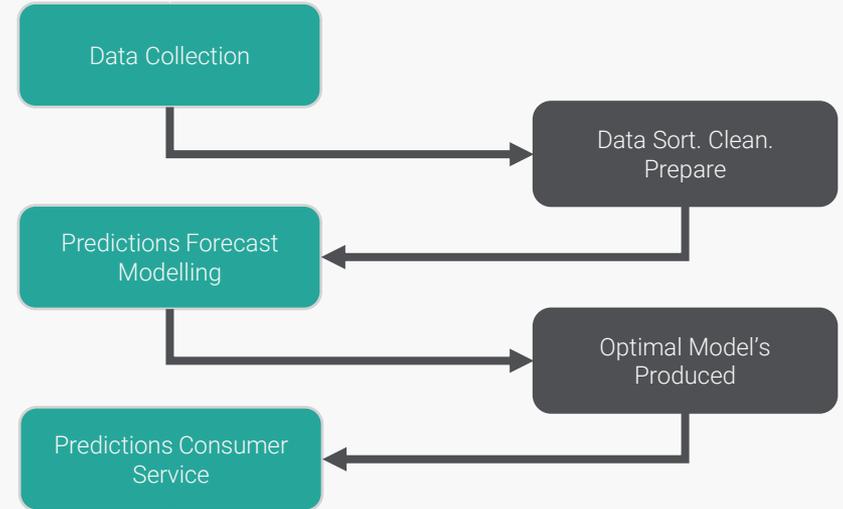
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Forecasting with Artificial Intelligence

- Completely automates the Forecast process
- Automatic Detection of Time Series Events
 - Missing Data
 - Operating Hours
 - Leading or Trailing Zeros
 - Outliers / Anomaly Detection
 - Special Event Detection / Calendar Day Impacts
- 27 Individual Algorithms, 1000's of configurations
- Average Forecast generates 200,000 iterations per model.
- Automatically chooses most accurate model



Time series analysis

Outlier identification

Pattern detection

Model selection

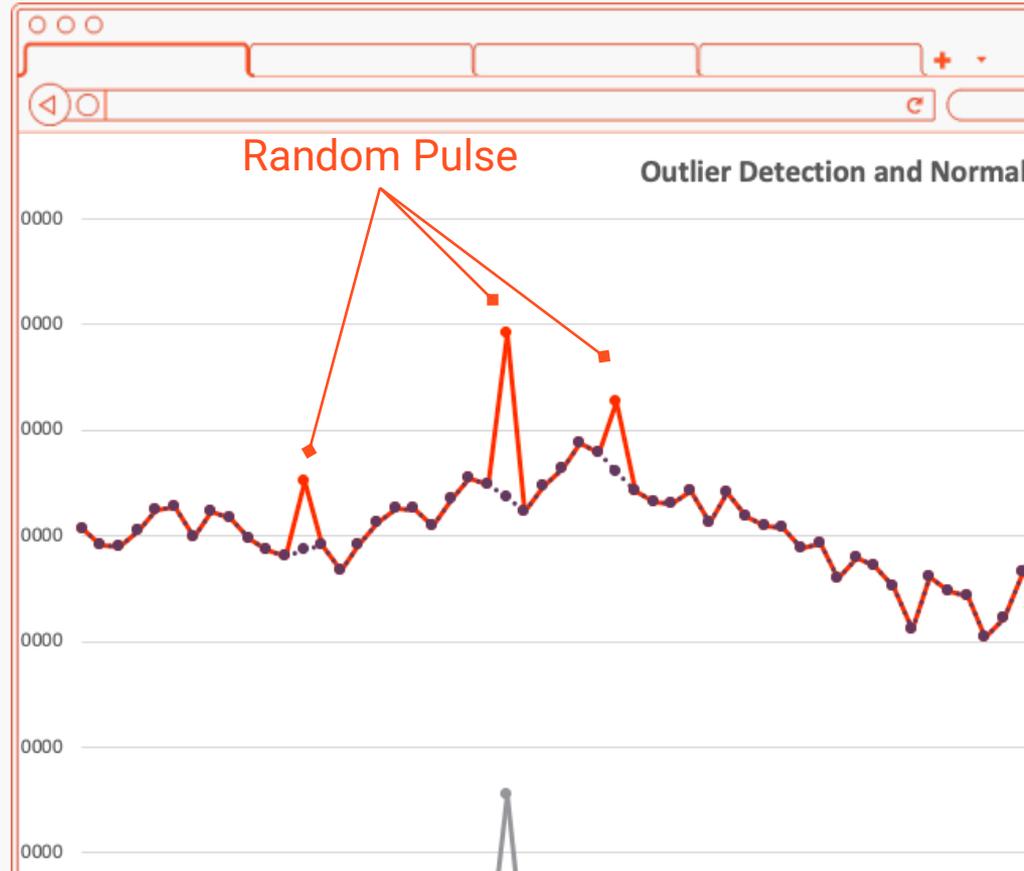


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Workforce Management

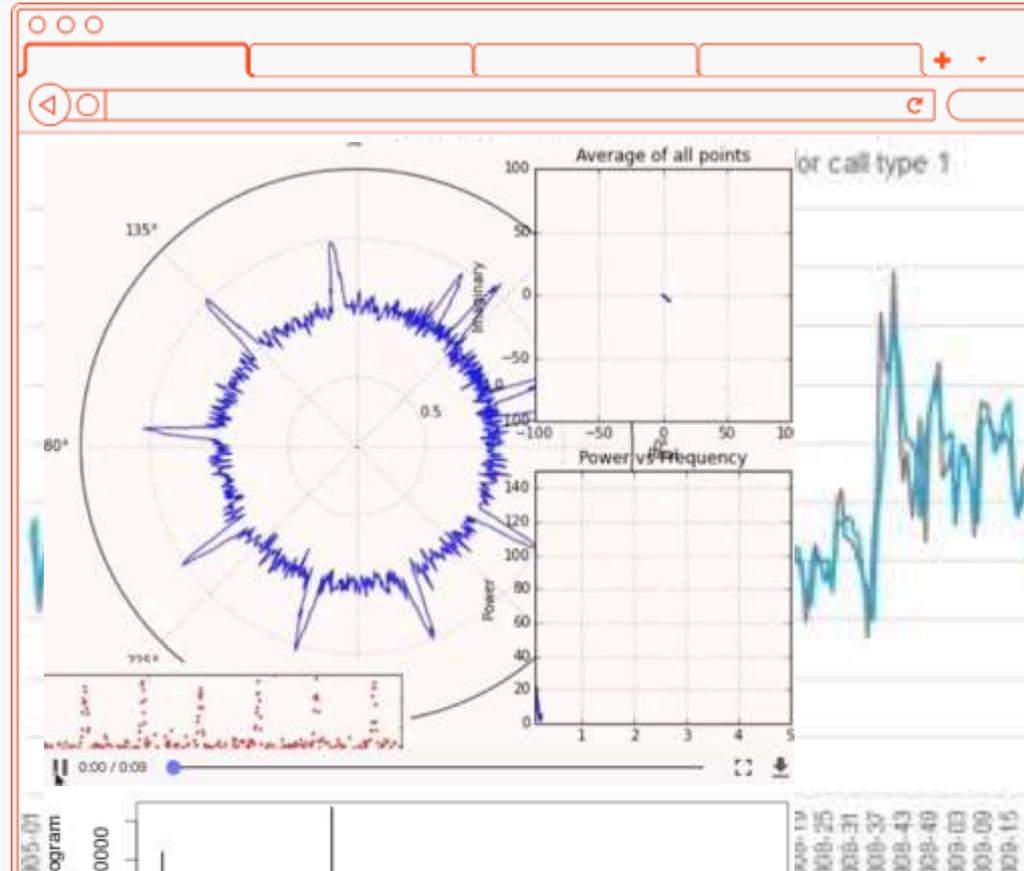
AI Powered Forecasting

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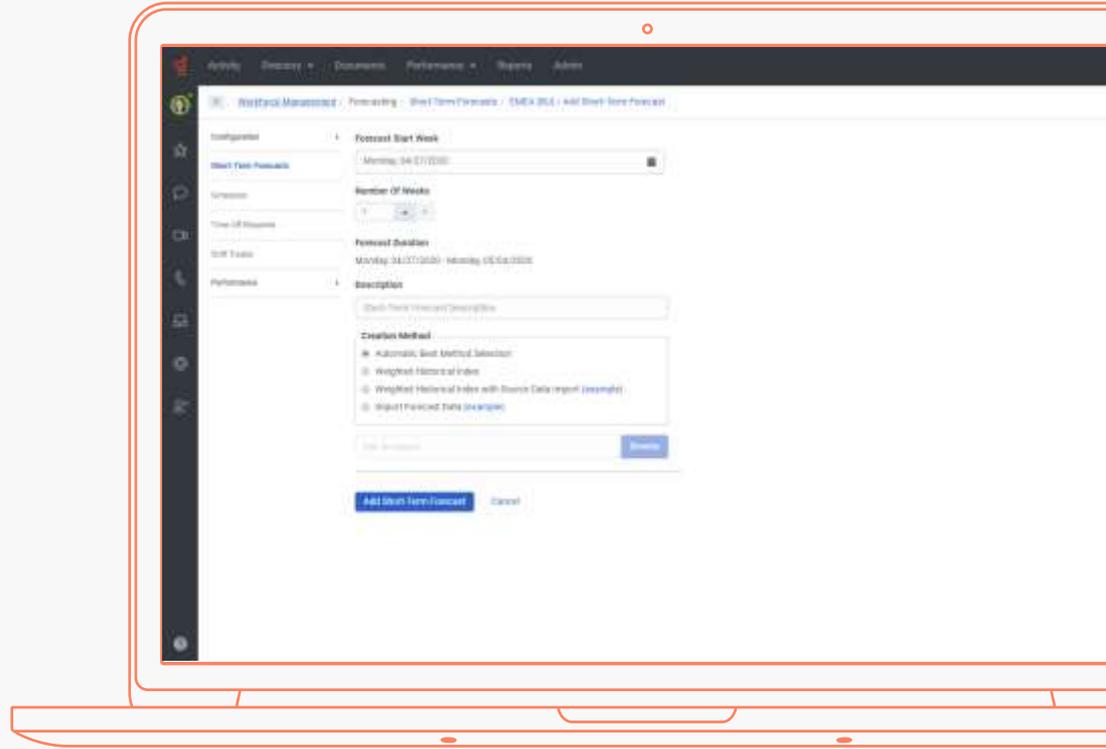
Model selection

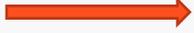


Workforce Management

AI Powered Forecasting

- 1 click planning – 30 seconds
- 25+ forecasting methods – removes human error
- 97% accuracy – Industry best!



1. Historical Trends and Validation
2. 2 Year Volume and AHT Forecast
3. **Live and Continuous Forecasting** 
4. Job Profile and Staff Type Grouping
5. Data Management and Methodology Management
6. Attrition and Shrinkage Forecast for Job Profiles
7. Requirements by Job Profiles
8. New Hire Training Class and Learning Curve Development

What is Live or Continuous Forecasting?

- It's the concept that the forecast of interactions is a dynamic concept and that the forecast is in a constant state of change.
- Its also the appreciation that when forecasts change its difficult today to respond.
- Live and Continuous forecasting looks to resolve this through constantly keeping the user informed on the current status and introducing remediation steps that can be either executed automatically or pushed by the user.

Beyond Current Plans

In Design – Accepting Collaboration Partners

Automated Time Off Management

Provide a comprehensive set of time off planning and automation capabilities to improve workforce engagement by making it simple and easy for users to create, manage and automate workforce planning tasks. The first phase of this project is to provide admins and planners with the ability to create time off accrual and carry over rules along with automatic approval rules which take into account the employee's time off balance.

Employees will have the ability to view their time off balances for each time off activity type they are assigned to. Subsequent phases of this project will be to create and manage time off limits for management units and planning groups, include time off related shrinkage tracking and reporting and native integrations for the importing/exporting of time off information.

Automated Shift Management

Provide employees with a projected schedule and allow them to make any desired changes. Constraints from their work plan and automation rules which do not violate business objectives or labor laws will be configured and options presented to the agent if the desired outcome violates these rules.

Call Recording / Screen Recording Realtime Monitoring
Quality Long-term & Workforce Management
Data, Speech and Text Analytics

Customer Channels

Voice
Chat
Email
Predictive Engagement
Co-Browse
SMS / Messaging
Social
Mobile

Performance

Blended
Inbound and
Outbound

Blended
Inbound and
Outbound

Contact Centre Resources

In house agents
Outsourced Agents
Work at home Agents

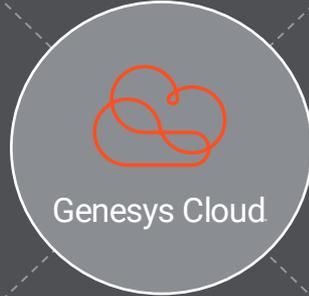
Integrations

Journey Mapping Object Routing
Webhooks Screen Pop CRM 3rd Party WFM
REST API Web Services LEX Dialogflow

Experts

Self Service

Automation



Thanks

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