



10 The Top 10
Employee
Engagement
Ideas

Webinar

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 GENESYS™

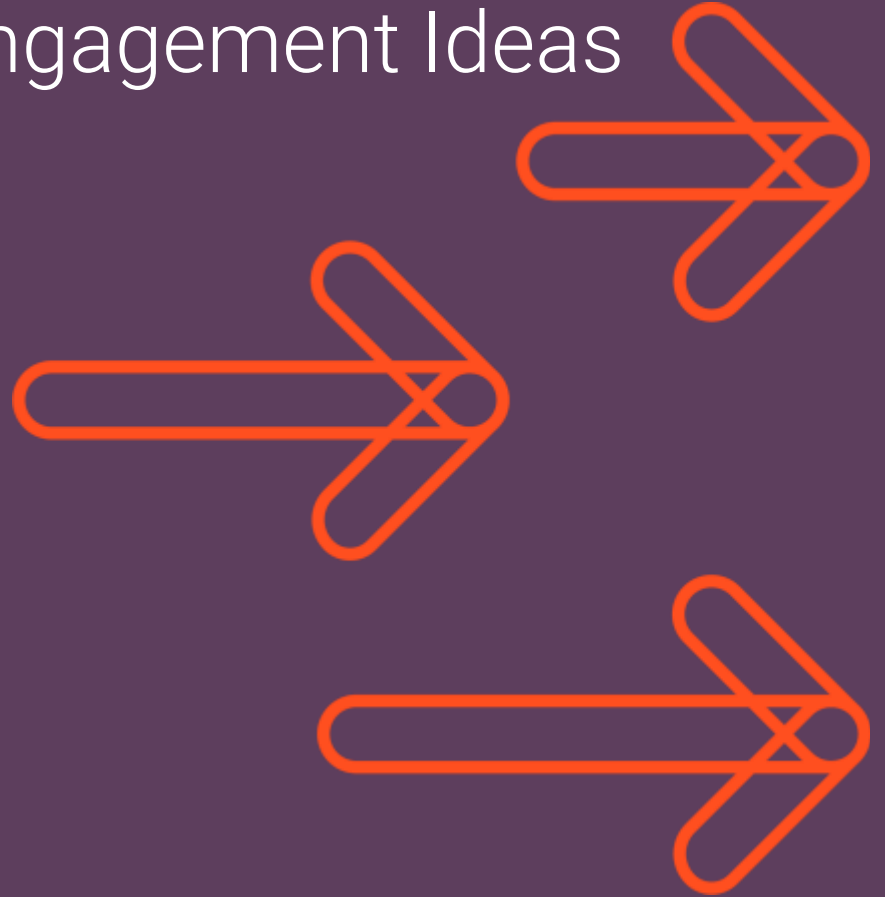
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The Top 10 Employee Engagement Ideas

- Advisor
- Supervisor
- Centre Manager
- Executive



Tomorrow must be different



A photograph of an airport departures board. The board is titled "Departures" and shows the time "13:56". It lists various flight details including flight number, time, destination, desk, gate, and status. The status column shows a mix of "Cancelled", "On Time", and "Boarding".

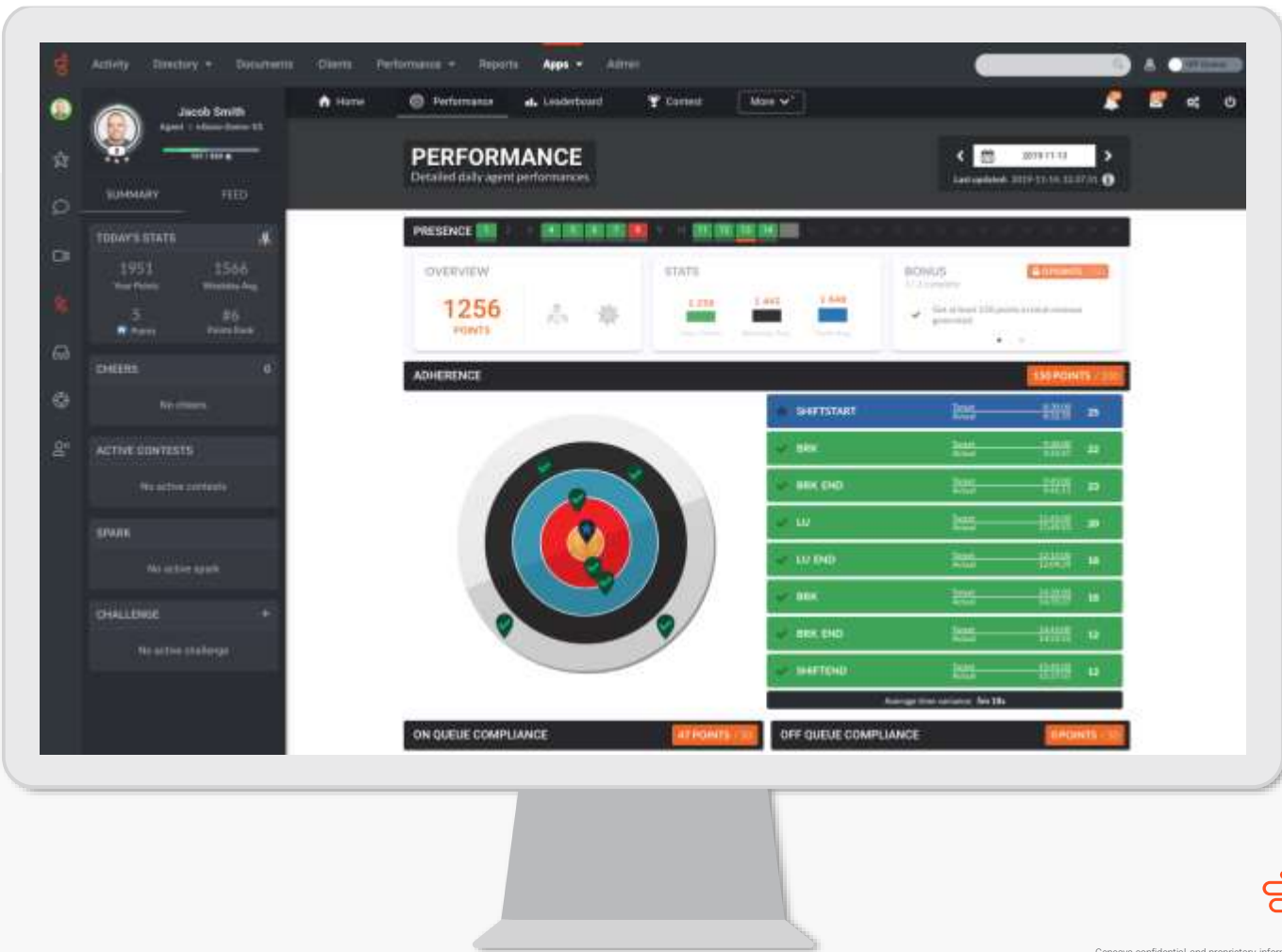
Flight	Time	To	Desk	Gate	Status	Flight	Time	To	Desk	Gate	Status
05:05		Los Angeles	350	E	Cancelled	15:30		London Heathrow	301	E	On Time
12:01		Newcastle	341	E12	Cancelled	15:34		Paris Orly	311	095	On Time
12:45		Düsseldorf	391	E01	Cancelled	15:37		Madrid	234	007	On Time
13:00		Hannover	360	D08	Cancelled	15:37		Dublin	399	E	On Time
13:50		Doha	454	C16	Est. 16:00	15:37		Warsaw/Mod	201	E	On Time
06:00		Gene	371	E09	Cancelled	15:37		Moscow	360	D02	Est. 1
14:10		Algeria	308	C23	Cancelled	15:40		Chennai	210	E	On Time
14:11		Am-Orly	319	C11	Cancelled	15:38		Moscow	391	E	On Time
14:19		Moscow	352	D06	Boarding	15:41		Cologne	360	D02	Est. 1
14:25		Madrid	206	D09	Boarding	15:41		Hamburg	360	D09	On Time
14:20		Moscow	371	E06	Boarding	15:40		Jeddah	391	E	On Time
14:25		Algeria	308	E01	Cancelled	15:40		Moscow	304	D06	On Time
14:30		Stockholm	341	D04	Cancelled	15:45		Mumbai	251-255	C18	On Time
14:30		Barcelona	308	D07	Cancelled	15:54		Lviv	306	E	On Time
14:35		Yafa	360	E19	Cancelled	15:50		Palermo	308	D04	On Time
14:40		Santiago	366	E39	Cancelled	15:52		Alghero	369	D06	On Time
14:41		Varna	360	D09	Cancelled	16:00		Brussels	226	D10	On Time
14:41		Wien/Edl	308	D02	Cancelled	16:20		Stockholm	358	C15	On Time
14:55		Prague	313	D08	Cancelled	16:20		Brno	311	E	On Time
14:55		Amsterdam	227	E02	Cancelled	16:20		Geneva	366	E	On Time
14:55		Treviso	251-252	D06	Cancelled	16:20		Rome	349	E	On Time
14:55		Zurich	251-252	C11	Cancelled	16:20		Lyon	311	C13	On Time
14:55		Moscow	251	E	Cancelled	16:40		Doha	261	E	On Time
15:05		Moscow	219	D10	Cancelled	17:25		Ulsan	349	D05	On Time



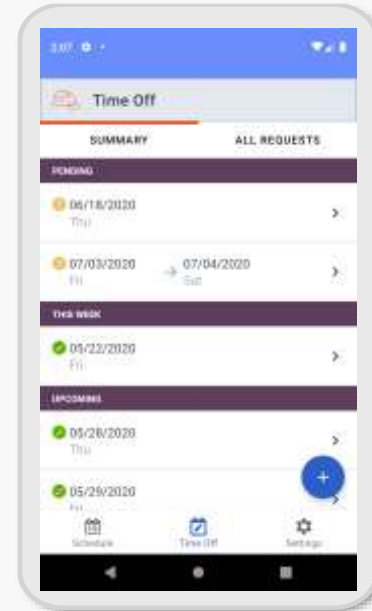
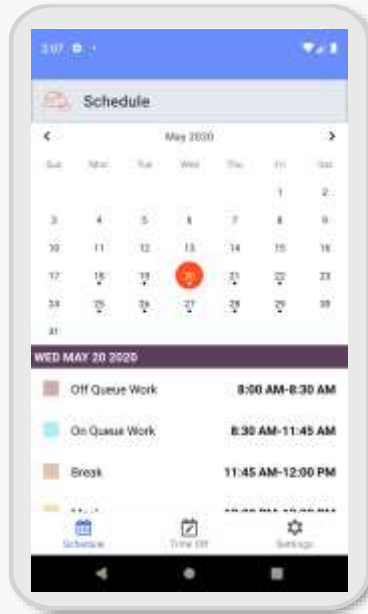
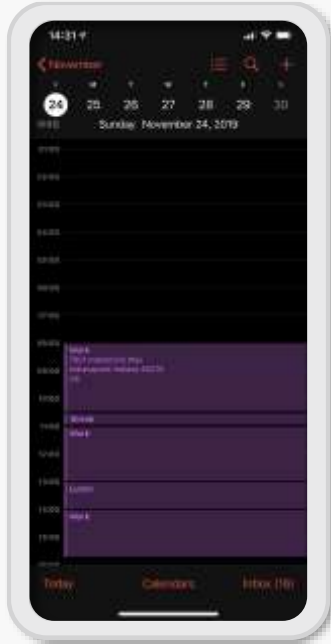
Advisor



- Tech that's easy to learn / use
- Scripting / canned responses
- All work types one tool
- Internet / headset / costs?
- Work anywhere anytime
- Team chat / supervisor chat
- Gamification 'cause I am the best



Employee Mobility



You can't walk past an agent's desk anymore



Work-at-home mandates have changed how you can manage your employees.

- Assuring hourly compliance with schedules becomes more complicated
- Engaging employees with in-person guidance and activities is off the table

Supervisor



- Visible & available
- Quality manage everything
- Transcribe / analyze everything
- Exceptions only;
 - Workforce Management tasks
 - Quality tasks
 - Adherence tasks
 - otherwise automate
- Coach / learning / development

- Configuration
- Short-Term Forecasts
- Schedules
- Time Off Requests
- Shift Times
- Performance
 - Integrity Monitoring
 - Real-Time Adherence**
 - Historical Adherence

Adherence

4% 5 53 3 66

Impact

0% 0 66 61

Scheduled

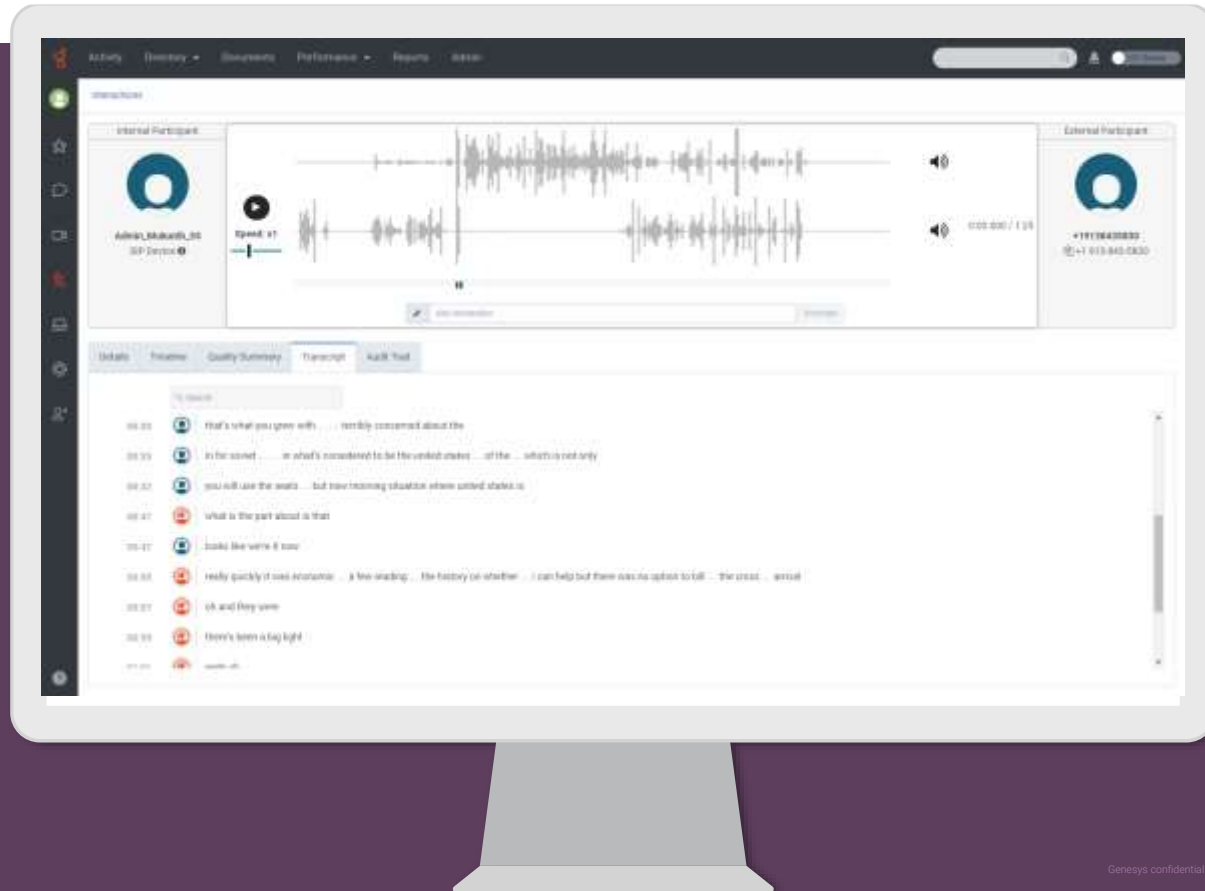
54% 69 58

Actual

5% 6 121

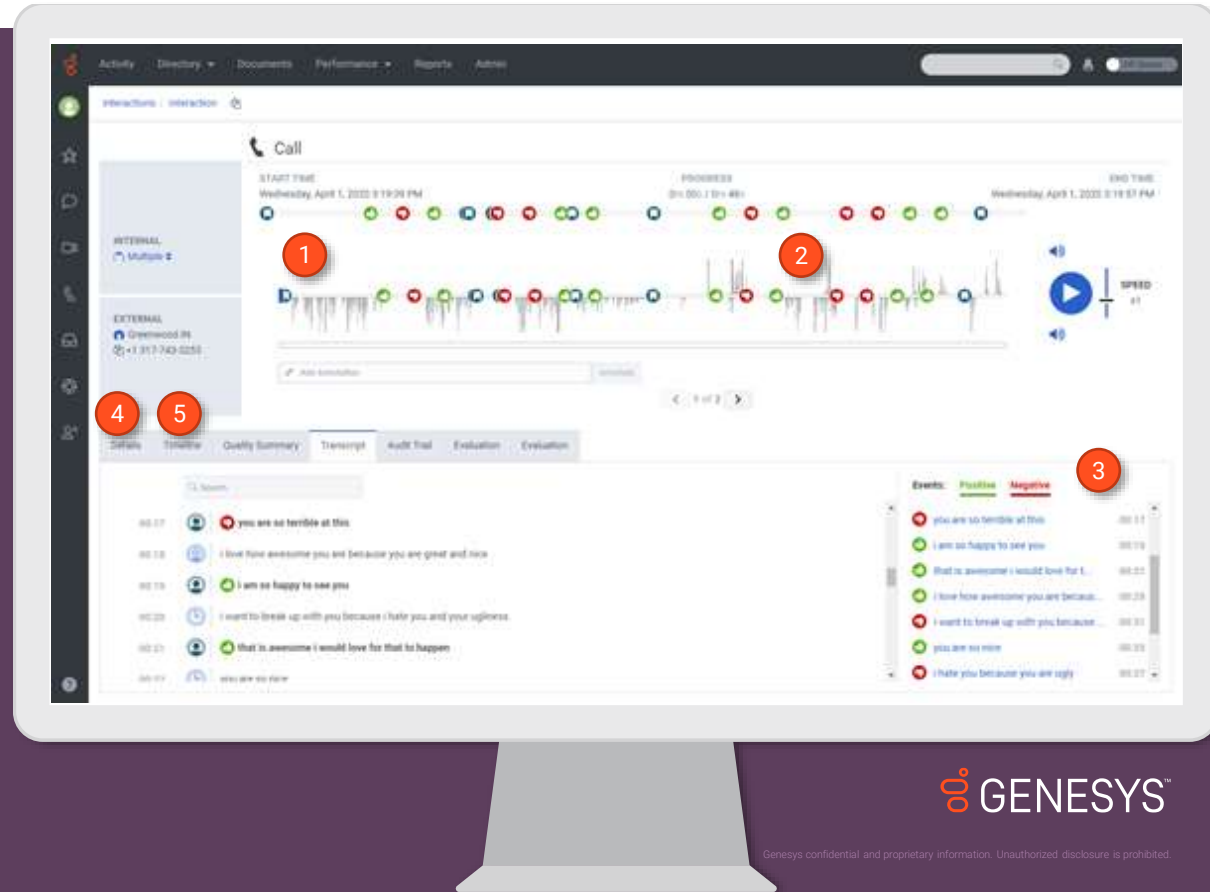
Agent	Adherence Status	Management Unit	Adherence Duration	Status Duration	Impact	Scheduled Activity	Actual Activity	Status	Queue
Terrafl Jimenez	In Adherence	Technical Sales	1h 14m 22s	4h 21m 50s	Neutral	On Queue	On Queue	On Queue	Region 3
Cameron Minna	In Adherence	Technical Sales	41m 10s	41m 10s	Neutral	On Queue	On Queue	On Queue	SC US 8
Kerry Seelmar	In Adherence	Technical Sales	14m 23s	2h 21m 15s	Neutral	On Queue	On Queue	On Queue	Meeting 3
Rai O'Rourke	In Adherence	Technical Sales	14m 23s	14m 23s	Neutral	On Queue	On Queue	On Queue	SC US 3
Gail McWhorter	In Adherence	Technical Sales	1m 26s	1m 26s	Neutral	On Queue	On Queue	On Queue	SC US 4
Clare Dwyer	Out of Adherence	Technical Sales	1h 29m 58s	1h 11m 46s	Negative	On Queue	Unavailable	Offline	SC US 8
Bradley	Out of Adherence	Technical Sales	59m 23s	57m 22s	Negative	On Queue	Off Queue	Available	Region 3
pat mcCarthy	Out of Adherence	Technical Sales	59m 33s	53m 25s	Negative	On Queue	Unavailable	Offline	SC US 3
Behrad Behrady	Severely Out of Adherence	Technical Sales	1862h 47m 33s	1862h 45m	Negative	On Queue	On Queue	On Queue	Region 3
Andy Worral	Severely Out of Adherence	Technical Sales	8h 59m 23s	15h 6m 18s	Negative	On Queue	Unavailable	Offline	Region 3
Adam Mackenzie	Severely Out of Adherence	Technical Sales	8h 59m 23s	11318h 5m 11s	Negative	On Queue	Unavailable	Offline	3
Jon Simpson	Severely Out of Adherence	Technical Sales	8h 59m 23s	25h 5m 45s	Negative	On Queue	Unavailable	Offline	SC US 4
Mike Rice	Severely Out of Adherence	Technical Sales	8h 59m 23s	1h 59m 15s	Negative	On Queue	Off Queue	Available	SC US 8
Bern Ali	Severely Out of Adherence	Technical Sales	8h 59m 23s	5h 38m 37s	Neutral	Meeting	Off Queue	Available	SC US 8

Voice Transcription



Sentiment Analysis Markers and Updated Interaction Detail View

1. Updated Waveform View
2. Sentiment Markers
3. Sentiment Event Listing
4. Overall Sentiment Score
5. Sentiment Trend



Centre Manager



- Digital teams swamped
- Voice teams idle
- Under licensed AND over licensed
- Customer satisfaction suffering
- Frustrated advisors
- Unexpected costs
- Plan changed again
- Automation
- Security and Compliance

Standards, certifications, & regulations worldwide



SOC 2
Controls over security, availability, and confidentiality



PCI
Protecting customers' card information



GDPR
Support for complying with stronger EU data protection laws



HIPAA
Protecting health information



ISO 27001
Managing information risks



Privacy Shield
Compliance with US-EU data transfer requirements



ISO 27018
Code of Practice for Protecting Personal Data in the Cloud



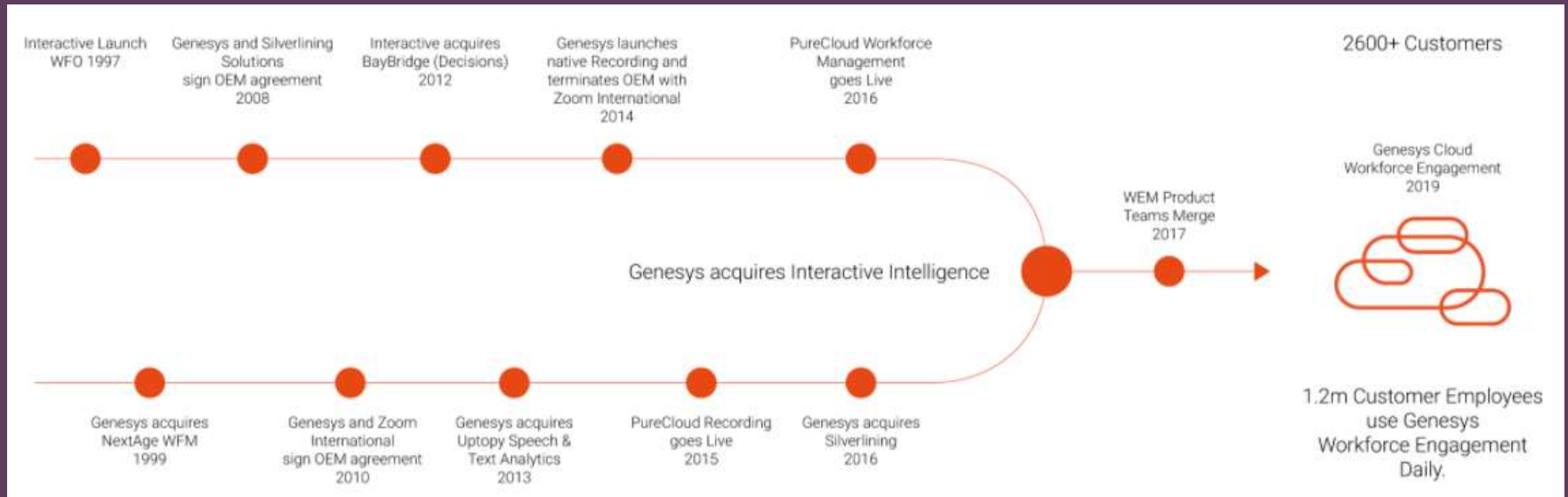
CCPA
Support for complying with California Privacy law through GDPR API

Executive



- Why?
 - always hard / difficult
 - another upgrade
 - improvement takes to long
 - still waiting for..
 - my peers have overtaken me
 - charges for change

Answer ... It's the technology!



The solution

- Customers tell us they want
 - Realistic numbers
 - Reliability
 - Future orientated
 - Optimised for workforce
 - Focused for Customer Experience
- Must be..
 - All in one
 - Buy and Build and Bring
 - Continuous innovation
 - Cloud – NOT hosted, real Cloud



Thanks

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