Predictive performance

Today, most organizations have matured beyond basic routing capabilities and are looking for automation and artificial intelligence (AI)-driven efficiencies to improve business outcomes and KPIs. Companies want to create the right conditions to deliver the best experiences. This is influenced by multiple variables.

Genesys Predictive Performance removes the guesswork—applying AI and machine learning to analyze all available data you’re already collecting. The technology then determines and creates the right match between your customer and your best-suited resource to consistently deliver the best possible results.

Why it matters

60% of companies struggle to improve business process KPIs for sales or services while facing agent turnover of 20% or more.

85% of organizations expect contacts to become more complex in the next two years.

73% of data is left unused by companies for business insights and decision making.

Who can benefit

New or existing Genesys customers with contact centers greater than 2,000 agents who are interested in improving business performance will benefit from this.

How your business will benefit

Improve:

• Close rate for sales representatives in 11.3%
• First call resolution by selecting the best agent in the resource pool
• Customer Net Promoter Score (NPS) by 3 to 12 points by connecting with the best agent
• New Advisor NPS from 14 to 52

Reduce:

• Employee turnover by streamlining the recruitment and on-boarding processes
• Average handle time by 33.5% by identifying and closing gaps among employees, thereby reducing overall contact center costs
• Training schedule time from over three weeks to 25 minutes
• Reduce customer churn in 2-3% by connecting customers to the best available and proficient agent

“We see great potential in using the Genesys solution to deliver smarter and faster service that respects out customers’ time, sets our employees up for success and produces stellar outcomes for our business.”

Canadian communications and media company who experienced a 7% reduction in average handling time and a 3% increase in customer retention
Genesys products

- Predictive Routing
- Performance DNA

Genesys use cases

- Genesys Predictive Routing for Customer Service: B006
- Genesys Predictive Routing for Sales: SL06
- Genesys Skills Assessment: EE13
- Genesys Performance Management: EE14
- Genesys Proficiency Development: EE15
- Genesys Skills Management: EE16
- Align employee skills and capability with operational performance
- Genesys Employee Onboarding: EE20
- Genesys Outsourcer Management: EE17
- Genesys Performance-based Routing: EE18
- Genesys Compliance Certification: EE19

Genesys use cases deliver predictable, measurable and flexible solutions to specific business pain points.

Customer success benefits

- Data scientist
- Consulting and professional services
- Training and learning
- Customer support

Genesys supports the customer in AI adoption with two framework options:
- Proof of value (value study)
- Guaranty of value (accelerator offer)

Deployment options

- Genesys® PureEngage™ platform
- cloud or hybrid

What your business can expect

Your business objectives are demanding, dynamic and often difficult to solve due to the large amount of information and various organizational, technological or process obstacles. Genesys Predictive Performance is designed to guarantee a minimum of compliance in the improvement of KPIs such as churn reduction (2–3%), average handle time reduction (3–7%), first call resolution improvement (3%) and NPS improvement (3–12 points).

Next steps:
To learn more, watch the webinar.

Visit us at genesys.com or call us at +1.888.436.3797

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