Improve customer satisfaction with bots

Leverage self-service and automation to meet customer expectations across channels without increasing costs. Accelerate time-to-value and create seamless customer experiences using pretrained omnichannel bots that know your industry and customers. This lets you increase automation and use the best artificial intelligence (AI) blended with your workforce for a human touch.

Why it matters

<table>
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<th>25–75x</th>
<th>64%</th>
<th>61%</th>
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<td>Agent interactions cost 25x to 75x more than self-service, yet a human agent will still be involved in 44% of interactions.</td>
<td>of consumers expect real-time responses at any time; 65% say they’re likely to switch brands if they receive inconsistent customer service across platforms (online, in-store, phone, text, email).</td>
<td>of customers haven’t been able to switch easily from one channel to another when interacting with customer service—resulting in frustration.</td>
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Who can benefit

Genesys® PureEngage™ and PureConnect™ customers can benefit from using intelligent voicebots and chatbots to provide always-on customer service and improve customer experience while reducing costs.

How your business will benefit

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<th>Improve:</th>
<th>Reduce:</th>
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<td>• Web containment with automated online experiences, without pushing more interactions to the contact center</td>
<td>• Calls to agents</td>
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<td>• Voice self-service—replace complex IVR trees with intelligent voicebots that use natural languages to get customers to the right outcome faster</td>
<td>• Inability to meet increased channels and interaction volume</td>
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<td>• Engagement and qualification of online customers with proactive bots</td>
<td>• Agent costs per interaction</td>
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<td>• Connected customer experiences with full context</td>
<td>• Number of transfers and repeat calls</td>
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<td>• Net Promoter Score</td>
<td>• Lack of customer channel pivoting (i.e., from a call to text)</td>
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According to Forrester, enterprises that blend AI with humans improved CSAT (61%), operational efficiency (68%) and agent productivity (66%).
Genesys products

- Designer (PureEngage Cloud)
- Intelligent Automation (PureConnect Cloud/Premise)
- Intelligent Automation (PureEngage Premise)
- Bot gateway
- Genesys Altocloud
- Knowledge center

Genesys use cases

- Chatbots
- Voicebots
- Predictive chatbots

Genesys use cases deliver predictable, measurable and flexible solutions to provide customer satisfaction across channels.

Deployment options

- PureConnect: Cloud, on-premises, hybrid
- PureEngage: Cloud, on-premises, hybrid

What your business can expect

Build a bot quickly using pre-built, industry-specific bots and deploy them on every channel with a single platform. Reach out to customers exactly when they need it using predictive engagement and easily blend in a real agent—with full context of the interaction.

Reduce development effort with a drag-and-drop user interface that enables business users to innovate without IT.

Automating common interactions and providing self-service to your customers gives your agents more time for meaningful work. Your customers won't have long waits for simple requests and will reach the right agent exactly when they need to.