Workforce engagement

Keeping employees engaged and attrition rates low is a balancing act. With average agent turnover rates at 25% or higher, you not only need to find the right mix of time, money and resources, you also need to keep employees properly trained and performances up. And using outdated, legacy workforce optimization solutions only makes this more difficult. The fragmented information these solutions provide rarely gives you a complete view into employee performance and engagement levels.

Genesys Workforce Engagement provides lightning-fast forecasting and scheduling with the highest accuracy rates in the industry, empowering you to improve employees’ experiences and operational performance. Artificial intelligence (AI) innovations pull real-time coaching and knowledge assistance directly into the agent desktop to address the most complex requests through any interaction channel.

Why it matters

62%
of all workers are disengaged — that equates to 2X dissatisfaction rates, 4X defect rates and 2X turnover rates, according to AON Hewitt.

25%
There's a 25% average entry-level agent turnover across industries.

AI
With the rise of AI for self-service, the role of the agent is shifting from handling repetitive tasks to focusing on more human-centric qualities to improve customer experience.

Who can benefit

Existing Genesys® PureEngage™ customers of any size or vertical.

How your business will benefit

Improve:

• New advisor NPS increases from 14 to 52
• 11.3% boost in close rate for sales representatives
• 10% rise in agent/employee use
• 3-5% boost in overall NPS
• 3-6% improvement in first contact resolution
• 5% boost in sales and collection, which improves revenue generation
• 20% boost in agent adherence
• Higher employee NPS

Reduce:

• Training schedule times drop from over 3 weeks to 25 minutes
• 33.5% reduction in average handle time, which lowers overall contact center costs
• 2% dip in agent/employee attrition rates
• 46% decrease in manual workforce scheduling activities
• 40% reduction in overtime expenditures

“The biggest win was that, for the first time, we were able to bring our new advisors up the curve. Now, we have a platform for achieving desirable knowledge levels and skilling advisors before placing them in a live customer environment.”

Torhild-Torgersen Hage, Senior Project Manager, Telenor
What your business can expect

Now, you can use AI to get the most out of your employees, reduce turnover and drive up business performance while keeping employees engaged and operational efficiencies under control.

The introduction of AI and automation are changing the way agents work — and that’s resulting in happier and more satisfied employees. We call this Automation@Work.

Automating repetitive tasks with AI means that agents can spend more time on meaningful and complex interactions that require highly skilled human assistance. And they’re trained and prepared to make complex decisions, offer empathy and solve customer problems quickly — like only humans can. This improves their job quality and saves you money.