Genesys Workforce Management

Improve Customer Satisfaction, Service Levels and Employee Engagement Through Integrated Multi-channel Workforce Management

Today’s Customer Experience Challenge

According to research firm Ovum, 74% of consumers use more than three channels to get their questions answered or their issues resolved. The more channels you offer to your customers, the more challenging it becomes to deliver a consistent multi-channel service level.

Traditional Workforce Management solutions were built in the “voice-only era” and often fail to deliver on the requirements of a modern multi-channel customer service operation. Often, each channel is managed in isolation and employee data and skills are maintained in multiple systems. Obtaining the statistical information needed to forecast and schedule, requires a lot of manual work that takes valuable time from your operations team and increases the likelihood of input errors.

Managing a multi-channel workforce using such an approach prevents you and your company from continuously optimizing the customer experience as well as delivering on Service Level Agreements within budget.

Integrated Multi-channel Workforce Management

Unlike most Workforce Management products, Genesys Workforce Management supports all communication channels and work items through integration with the Genesys Customer Experience Platform. Statistics such as volume and handle time are automatically available so that the operations team can focus on creating accurate forecasts and cost-effective workforce schedules instead of manually processing data.

Architected for Multi-channel Interactions and Work Items

The service level requirements for the voice channel are vastly different from an email interaction and back office work items may have handle time split out over multiple days or weeks. Unlike most planning solutions that still utilize Erlang-C-based forecasting models for digital channels and back office operations, Genesys Workforce Management provides a variety of sophisticated and specialized forecasting algorithms to deliver the highest possible forecast accuracy that best fits the specific characteristics of each work type.

Increasing Agent Engagement

Delivering a good customer experience starts with motivated employees. Genesys Workforce Management provides your employees the functionality to view their schedule, bid for or trade a shift and much more so that they can influence their own schedule. Through advanced configuration options and personal preference settings, planners can build workforce schedules that deliver on service level objectives, respect labor laws and satisfy employees all at the same time.

Schedule-based Routing

Through the integration with the Genesys Customer Experience Platform, Genesys Workforce Management offers a truly unique capability. As interactions and work items are routed, the workforce schedule can be consulted in real time. This helps to prevent routing interactions to employees who are not scheduled to work on the specific activity. It can also save unplanned overtime cost, as employees will no longer receive interactions
Flexible and Open Architecture

- Support for Windows Server, Solaris and IBM AIX
- Support for Microsoft SQL Server and Oracle RDBMS
- Complimentary WFM API

User Access and Security

- Username and Password security
- Role-based access

Data Export and Compatibility

- Export WFM reports to Microsoft Excel
- Open Data Mart accessible by any third-party Business Intelligence Solution

About Genesys

Genesys, the world’s #1 Customer Experience Platform, empowers companies to create exceptional omnichannel experiences, journeys and relationships. For over 25 years, we have put the customer at the center of all we do, and we passionately believe that great customer engagement drives great business outcomes. Genesys is trusted by over 4,700 customers in 120 countries, to orchestrate over 24 billion contact center interactions per year in the cloud and on premises.

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