Genesys®

Genesys Interaction Workspace
RELEASE 8.1.2

HIGHLIGHTS

- Blends voice, multimedia, and social media into a multichannel conversation
- Offers optional embedded VoIP softphone
- Integrates with agent scripting and customer interaction recording
- Provides real-time multichannel presence
- Delivers real-time statistics
- Enables multi-tenant and across-the-enterprise deployments
- Supports premise-based and virtualized cloud-based operation

Deliver a Superior Conversation Experience

Genesys Interaction Workspace transforms how agents manage customer conversations seamlessly across multiple channels. With this innovative desktop application, agents deliver superior customer experience that is competent, personalized, and proactive.

Create a New Conversation – Any Channel, Any Time

Your customers expect a seamless experience across various communication channels. To deliver that experience, your agents must be able to manage customer conversations effectively and intuitively. Today, interactions can no longer be managed in silos by channel. Interactions need to be holistic conversations across multiple channels, including voice, e-mail, SMS, Web chat, work items, and social media. Exceptional customer experience can only be delivered by agents who have the right desktop environment and the ability to manage conversations across the channels where they start, evolve, and finish.

Yet, in many contact centers, agents are still poorly equipped with an array of cumbersome, unconnected customer service software. This results in extensive wait and hold times, long calls, and frustrated customers who may leave for a competitor that provides better service.

Contact center agents need to be empowered with relevant information and easy access to all applications and processes to deliver superb customer service. It is also crucial for agents to seamlessly integrate feedback on every interaction, including social media, into the information management system to ensure accurate and timely data for decision making.

Genesys Interaction Workspace

Genesys Interaction Workspace is a smart-client application that provides agents and knowledge workers with non-intrusive access to the information, processes, and applications they need to perform their jobs more efficiently and to ensure increased customer satisfaction. Within and beyond the contact center, it enables users to employ the application in gadget mode without consuming a large amount of desktop real-estate.

The highly intuitive and easy-to-use interface allows contact center agents and knowledge workers to focus on conducting business, rather than managing the application. The multichannel-enabled Interaction Workspace helps business leaders effectively handle multimedia interactions, including social media, from a single desktop.

Adding new media channel capabilities can be as simple as changing the user's role. In addition, Interaction Workspace offers multiple deployment alternatives ranging from traditional client installation and centralized download and updates, to virtualization from the cloud. These options take the pain out of initial deployment and future updates. Interaction Workspace is delivered as a ready-to-use and out-of-the-box application with a framework to support further extension of both the user interface and applications.

Key Features

- Multichannel Conversation Blending
  - Seamless blending of external and internal conversations using any media
  - Complete visibility of simultaneous conversations across multiple channels
- Embedded VoIP Softphone (optional)
- Outbound Call Campaign
- Real-time KPI and Contact Center Statistics
- Standard Responses Library
- User and Group Work Bins
- Spell Check
- Contact Profile and Interaction History
- Supervisory Functions: whisper coaching, barging, conferencing
- Supports Real-time Consultation and Team Communication
- Supports Genesys Voice with fully featured call controls

- Supports Genesys Web Chat
- Supports Genesys E-mail
- Supports Genesys SMS
- Supports iWD Work Items
  - Generic framework for interaction push and pull of any type of work item
- Supports Genesys Social Engagement
- Supports integration with Genesys Agent Scripting
- Supports integration with Genesys Quality Management/Call Recording
- Supports Citrix XenApp desktop virtualization

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Genesys is the world's leading provider of customer service and contact center software — with a 100% focus on customer experience and mission to save the world from bad customer service. With more than 2,000 customers in 80 countries, Genesys is uniquely positioned to help companies bring their people, insights and customer channels together to drive today's new customer conversation. Genesys software directs more than 100 million interactions every day from the contact center to the back office, helping companies deliver fast, simple service and a highly personalized cross-channel customer experience. Genesys software also optimizes processes and the performance of customer-facing employees across the enterprise.

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