

Genesys Inbound Voice

Benefits

- Provides customer choice and legacy investment protection
- Routes calls based on real-time statistics, customer data, and customized business rules
- Improves first contact resolution
- Enables customer segmentation and personalized service experience
- Creates a unified, virtual contact center
- Balances workload across multiple contact center sites
- Maximizes agent productivity
- Differentiates customer service with a callback option

Customer loyalty today is harder to build and tougher to keep than ever before. Genesys Inbound Voice helps you provide a great [customer experience](#) with every voice interaction, matching each caller with the best agent—across any location and regardless of contact center infrastructure.

Customer data, including interaction history, and user-defined business priorities are used to make real-time routing decisions, delivering each call, along with relevant information, to the best-suited agent.

Call routing by business objective

Inbound Voice uses your company's defined business priorities to segment and prioritize interactions based on criteria such as business value, desired service level, required resources, and current contact center traffic conditions. This enhances your ability to meet your SLAs for all voice interactions—without creating complex routing strategies or adding resources.

With every call, multiple criteria are taken into consideration when making the routing decision. In addition to business priorities and customer data, priority-tuning factors are assessed: highest assigned priority, age of the interaction, “what if” wait times, and other variables. These elements work together to ensure every voice interaction, along with relevant information, is delivered to the agent best able to address the customer's needs.

Call routing across the virtual contact center

With Inbound Voice, companies can route calls across geographically dispersed sites. All of your locations and available resources are considered as one [virtual contact center](#). That means

more efficient utilization of resources, reduced workforce expenses, and increased flexibility.

Customized call routing strategy and design

Contact center managers can build and customize individual routing strategies through an easy-to-use, graphical interface. It's simple to update routing strategies based on customer data, service objectives, call center resources, and other factors.

This flexibility ensures your routing strategy stays aligned with your company's business objectives, even as they change over time. You can react immediately to changing conditions by using service-level routing to proactively manage varying conditions in real-time, automatically invoking and releasing additional resources as needed.

Monitoring, reporting, and analytics of voice interactions

Genesys enables real-time monitoring of statistics such as the number of interactions in a queue, average wait times, SLA adherence, and current activity for agents and groups of agents. Comprehensive information analysis with intelligent, business-oriented historical reporting tracks all necessary data related to contact center activity, from records for each customer interaction to high-level summary reports.

Capabilities

- Helps meet service levels by virtualizing contact center operations
- Improves customer service by automatically balancing needs of all customer segments when making routing decisions
- Optimizes customer journey by orchestrating each interaction using the context of previous ones
- Increases [first contact resolution](#) by matching every customer with the best available resource across the enterprise
- Improves resource utilization and reduces expenses by pooling all agent resources across all locations into one virtual contact center
- Enhances workforce flexibility by enabling the use of remote and home agents as well as back-office workers
- Helps meet goals across the enterprise by balancing service objectives, business strategies, and agent utilization
- Facilitates accurate long-term planning and scheduling through business-level reporting, enabling comparison of planned versus actual interaction handling times
- Assists in consistently meeting business objectives by adapting in real time to changing contact center conditions and resource availability
- Simplifies management, configuration, and administration with a single interface to manage all locations
- Improves schedule adherence by using agent schedules when making routing decisions

Computer-telephony integration

- Screen pops with customer information
- Intelligent transfer of customer information between agents
- Softphone controls

Switches supported

- Alcatel-Lucent
- Aspect
- Avaya/Nortel
- BroadSoft Broadworks
- Cisco
- Genband/Nortel
- NEC
- Microsoft Lync/Skype for Business
- Mitel/Aastra/Ericsson
- NEC
- Unify/Siemens

Key features

- Business priority routing
- Virtualized contact center
- Relationship-based, data-driven routing
- Screen pops with customer information
- Supports third-party PBXs
- Centralized management, configuration, and administration
- Open-standards, software-based
- Real-time and historical reporting; predefined customizable reports
- Workforce schedules feed routing decisions

ABOUT GENESYS

Genesys® powers more than 25 billion of the world's best customer experiences each year. Our success comes from connecting employee and customer conversations on any channel, every day. Over 10,000 companies in more than 100 countries trust our #1 customer experience platform to drive great business outcomes. Genesys on-premise and cloud solutions are built to be fluid, instinctive and profoundly empowering. Combining the best of technology and human ingenuity, we work the way you think.

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

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