

WORK AUTOMATION AND TASK ROUTING



BENEFITS

- Meet and exceed your SLAs
- Increase your operational efficiency through automation and proactive work distribution
- Guarantee fair workload distribution
- Improve CX through orchestrated end-to-end experiences beyond just interactions

Connect your front and back office

With 60% of customer dissatisfaction originating in the back office, organizations can't afford to have siloed data repositories for each back-office function – with no single source of truth and inaccurate, inconsistent reporting.

Make strategic business decisions easy

Genesys Cloud CX™ work automation and task routing integrates siloed applications from multiple back-end systems so that every customer request is handled within your promised SLAs. It combines the power of workflow automation and agent assistance to provide consistent end-to-end experiences. Make business decisions in real time with consistent data and a single source of truth. You'll no longer have to rely on an admin manager's "best guess" or manual tracking to ensure all customer support work is completed on time.

Benefits of work automation and task routing

- **Flexible task ingestion:**
Easily capture tasks from multiple sources and applications via API. Attach all relevant attributes to have smarter prioritization, distribution and context for employees.
- **Centralized task view:**
Control all captured task statuses, processing and assignment in real time from a single view. Search, filter and take action when needed from a single administration interface.
- **Workflow design for business users:**
Users can create custom task statuses and transitions by combining automated and agent-assisted actions to ensure zero backlog. Unleash the power of proactive notifications, back-end integrations and contact center routing for true end-to-end journey orchestration.
- **Insightful analytics:**
Task analytics provides an overview of tasks broken down by type, process and location (queue vs. workbin), such as a work-item life report and an average age of work item.
- **Common agent desktop application:**
Single desktop applications equip agents with the right tools to process and visualize all customer inquiries at their fingertips. Gain immediate access to contact details, history, knowledge and agent assistance.

The Genesys advantage

- **Consolidated view of all your work**

Work automation and task routing provides you with a set of APIs to integrate all siloed systems, such as Salesforce, ServiceNow and case management systems, into a single view. This allows you to make more informed decisions in real time based on accurate and consistent data.

- **Built for the business user**

As a business user, you define your target SLAs per workbin or queue and customize task stages, transitions and actions to be taken — all in an intuitive graphical interface.

- **Fully extensible (APIs and integration)**

Customize or extend task handling capabilities through a powerful set of APIs to integrate with existing workflows, ticketing, BPM or CRM systems — or simply build your own.

- **A single all-in-one contact center and back-office solution**

Unleash the power of Genesys Cloud CX communications and collaboration with the task handling capabilities in a single, composable and proven cloud platform. Use our orchestration services to provide end-to-end customer support processes.

Workitems List
Home | Default Workbin

Get Workitems From: Workbin:

[Reset View](#) [Refresh Results](#)

Priority	Due Date	Status	Routing State	Worktype	Name	Queue	Assigned To	Date Created	External Tag	Last Modified
100	10/20/2022	Assigned	Declined	Chris B Workty...	Yusuf Workite...	ChrisBohlin	Chris Bohlin	10/19/2022	None	11/18/2022
100	12/17/2022	Closed	Disconnected	Chris B Workty...	Route to Agen...	ChrisBohlin	Chris Bohlin	12/16/2022	None	12/24/2022
100	10/20/2022	Assigned	Declined	Chris B Workty...	Yusuf Workite...	ChrisBohlin	Chris Bohlin	10/19/2022	None	11/18/2022
100	10/20/2022	Assigned	Disconnected	Chris B Workty...	Yusuf Workitem	ChrisBohlin	Conor Walsh	10/19/2022	None	10/24/2022
100	10/20/2022	Assigned	Disconnected	Chris B Workty...	Yusuf Workitem	ChrisBohlin	Conor Walsh	10/19/2022	None	10/24/2022
100	10/20/2022	Assigned	Disconnected	Chris B Workty...	Yusuf Workite...	ChrisBohlin	Chris Bohlin	10/19/2022	None	11/18/2022
100	10/20/2022	Assigned	Declined	Chris B Workty...	Yusuf Workite...	ChrisBohlin	Chris Bohlin	10/19/2022	None	11/18/2022
100	10/20/2022	Assigned	Disconnected	Chris B Workty...	Yusuf Workitem	ChrisBohlin	Chris Bohlin	10/19/2022	None	10/24/2022
100	10/20/2022	Assigned	Disconnected	Chris B Workty...	Yusuf Workitem	ChrisBohlin	Yusuf Cnar	10/16/2022	None	10/24/2022

1 - 10 of 10

Genesys Cloud CX work automation and task routing list view

ABOUT GENESYS

Every year, Genesys® orchestrates billions of remarkable customer experiences for organizations in more than 100 countries. Through the power of our cloud, digital and AI technologies, organizations can realize Experience as a Service®, our vision for empathetic customer experiences at scale. With Genesys, organizations have the power to deliver proactive, predictive, and hyper-personalized experiences to deepen their customer connection across every marketing, sales, and service moment on any channel, while also improving employee productivity and engagement. By transforming back-office technology to a modern revenue velocity engine, Genesys enables true intimacy at scale to foster customer trust and loyalty.

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

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