

Empower agents in real time with conversational intelligence and generative AI

BENEFITS

- Improve first-call resolution and reduce after-call work.
- Use real-time, contextual information to answer difficult questions.
- Easily enable without the need for IT or custom development.
- Automate repetitive tasks like conversation summaries.

Genesys Agent Assist

Contact center agents are facing more complex queries with higher customer expectations and increased pressure to resolve calls. And they're doing this while working remotely without being able to turn the call over to a more experienced peer, if needed. These issues create agent frustration and negatively affect customer experience outcomes. Genesys Agent Assist uses artificial intelligence (AI) to automate information and repetitive tasks, enabling agents to meet escalating demands.

Integrated Genesys Knowledge provides the AI-enabled knowledge base that's used for manual smart search and to deliver in-context, relevant information automatically during the conversation. Agents provide feedback that's used for better conversational intelligence. Administrators have easy-to-use tools for creating knowledge and gaining new conversational intelligence. Agents can also take advantage of canned responses and other answer accelerators.

AI is also used to automate repetitive tasks. For example, generative AI is used to automatically summarize conversations, reducing a process that typically takes one to three minutes down to seconds. Task automation reduces the after-call work for agents, increasing agent efficiency while ensuring process consistency.

Solution overview

When an agent interacts with a customer, Genesys Agent Assist offers potential answers to customer questions. Agent Assist uses the assigned knowledge bases created through Genesys Knowledge to provide responses to customer inquiries. In addition to information, Agent Assist automates call summaries using generative AI to reduce after-call work. This automation standardizes data capture, providing a richer source of insight for supervisors and administrators.

Benefits of Genesys Agent Assist

- **Full platform integration:** Agent Assist is fully integrated into the Genesys Cloud CXTM platform and can be enabled for all agents or a select pool of agents. Customers can blend Agent Assist into their environments easily and use its capabilities immediately.
- **Easy set up with no IT required:** Configure the knowledge base with Genesys Knowledge, assign roles and enable agents with a few simple clicks. Reduce the burden on IT and developers and get started within minutes — without extensive training.

- **Integrated AI-enabled knowledge:** Use Genesys Knowledge Workbench to create, train and enable automatic information for customers and agents in multiple languages. Add knowledge variations to provide personalized, channel-specific views of key content; identify and fix knowledge gaps with Knowledge Optimizer.
- **One solution for your omnichannel customer base:** Supports voice and digital with a single solution. Genesys Agent Assist supports digital and voice interactions. For voice, built-in automatic speech recognition and transcription is included.
- **Automatic summaries with a human touch:** Agent Assist uses Genesys AI to automatically create summaries that agents can review and augment before saving. Genesys AI incorporates predictive, conversational and generative AI, making it scalable and secure for Genesys Cloud CX users. Agents can review, edit and augment summaries prior to saving. This creates a human-in-the-loop AI review process.
- **Built to support how agents work:** Integrates into the Genesys Agent Desktop and can be integrated into customer engagement environments such as Salesforce. Enables smart manual search and automation, as well as canned responses, to enable agents to receive information on their terms. Agents can provide feedback on knowledge accuracy that's available for administrators through Knowledge Optimizer.

The Genesys advantage

Full support for the modern agent

Genesys Agent Assist is embedded into Genesys Cloud CX, a comprehensive solution for enabling exceptional customer and employee experiences. Customers can foster a productive, customer-centric employee culture within a single environment using AI-enabled scheduling, quality, performance management and gamification tools. Agents have a single desktop for all their needs, eliminating the need to learn and navigate multiple applications.

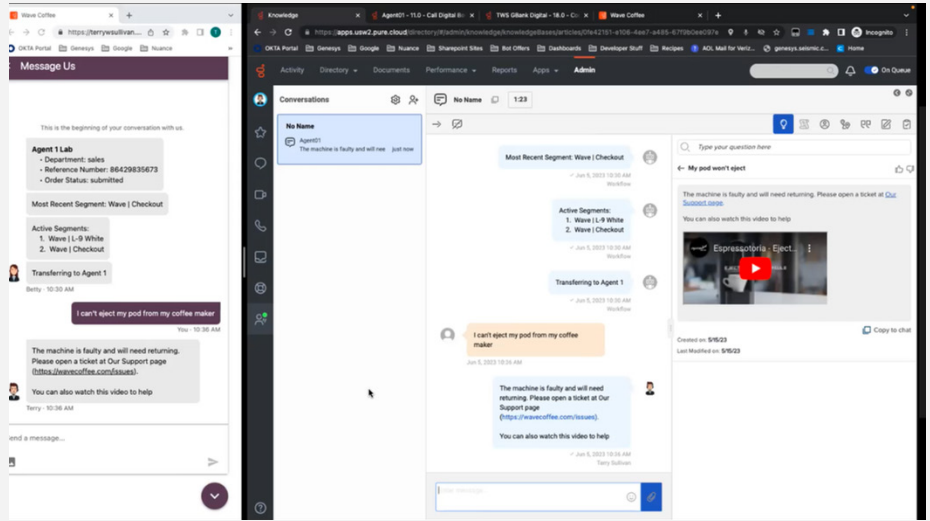
AI with a human touch

Agent Assist applies AI to the agent experience to reduce the growing cognitive load on contact center agents. Domain expertise is used to understand and build relevant accelerators that work with the agent. Agent feedback further improves Genesys AI capabilities. And agents can easily contribute their feedback, knowledge and experience to optimize how AI is used.

Enable continuous improvement for all

Agent feedback provides invaluable insight into accuracy and usability of the shared knowledge base, which is also used for customer self-service. Supervisors and administrators gain better insights with a richer, mineable data source. By automatically capturing conversations, the system creates histories that offer valuable insights for new agents, as well as context for repeat interactions.

Real-time, relevant information delivered during the conversation accelerates resolution times and reduces time spent searching for answers.



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.

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