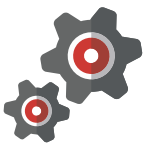


Self Service

Effective Identification & Validation in IVR

This Genesys Self Service use case describes how Interactive Voice Response (IVR) systems can be set up to automatically identify the customer, based on caller ID. This proactive recognition cuts out the usual time-consuming identification steps.

Efficiency



Labor savings, reduction in handle time/transfer rates, and improvement in containment rate due to increase in self-service automation through IVR.

Experience



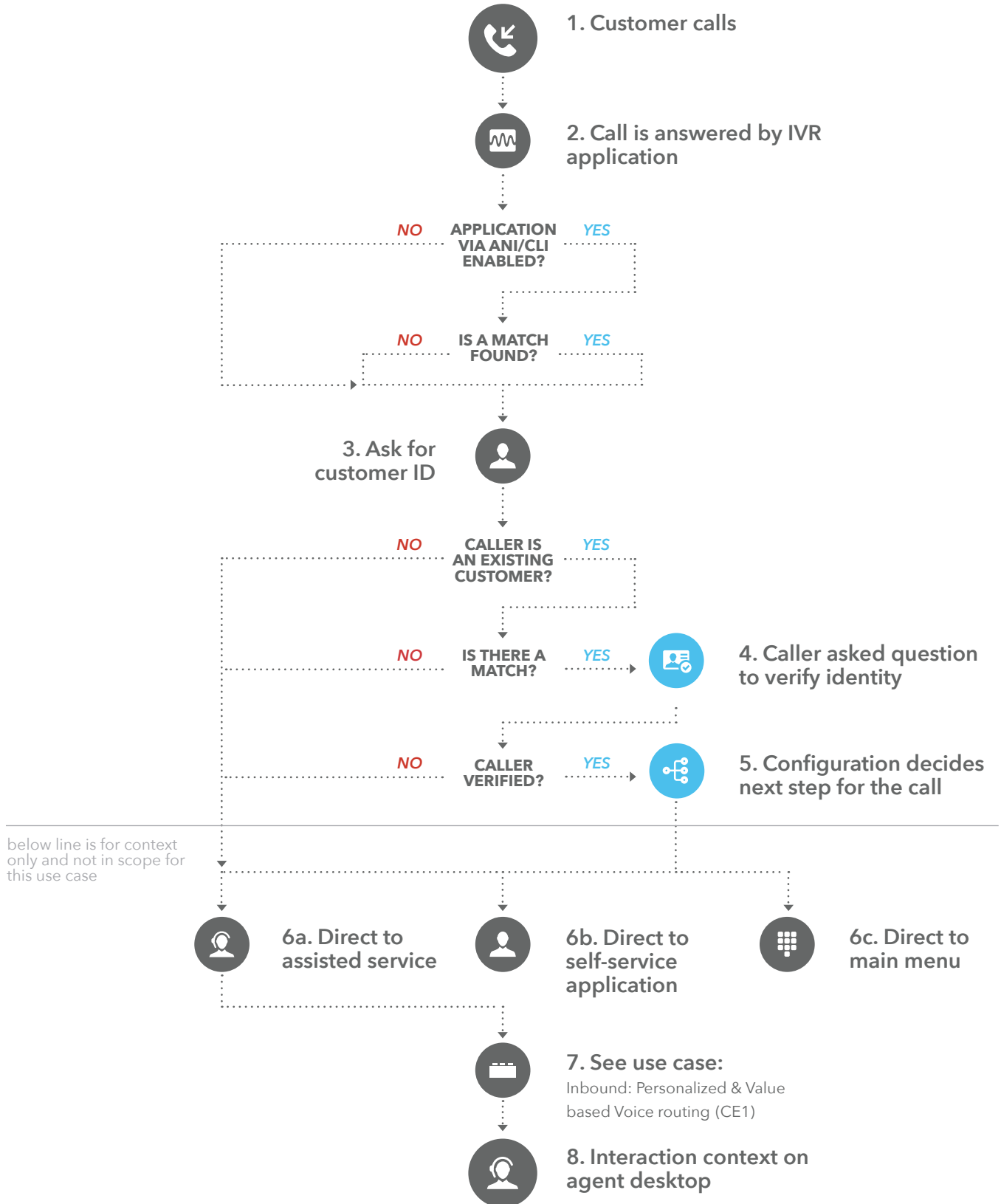
The caller is proactively identified by the IVR system at the beginning of the call, and after verification the application can be configured to e.g. greet the caller by name.

Revenue



Lower customization cost and improved NPS score due to improved efficiency.

Self Service



Achieve your business goals

Implement business flows based on real global examples, addressing and solving typical pain points.



Best practices

Designed to measure and achieve business outcomes, and optimized to deliver value fast.

Incremental benefits

Evolve your CX maturity at your own pace. Implement use cases with predictable outcomes, and a modular approach designed to optimize investment.

Easily personalize

Pre-built so quick to implement, and flexible to adapt to specific requirements. Then personalize with your own business parameters.

For more information

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Genesys® powers more than 25 billion of the world's best customer experiences each year. We put the customer at the center of everything we do and passionately believe that great customer engagement drives great business outcomes. More than 10,000 companies in over 100 countries trust the industry's #1 customer experience platform to orchestrate seamless omnichannel customer journeys and build lasting relationships. With a strong track record of innovation and a never-ending desire to be first, Genesys is the only company recognized by top industry analysts as a leader in both cloud and on-premise customer engagement solutions