We augment your agents to bring their A-game every day

Replace outdated, manual processes with streamlined workflows that leverage automated communications tools. You'll free agents to focus more on delivering a superior experience — and less on delays and rework.

Help Your Agents To Help You

Customer satisfaction invariably rises when your agents feel valued, supported, and engaged.

Employee performance management

Simplify and personalize agent experiences. Give them one platform for customer experience (CX), training, recognition, and more. Enhance engagement across their entire development journey.

Quality assurance and monitoring

Record every interaction across channels without losing data. Access your valuable Voice of the Customer (VOC) insights, including trends, training opportunities, and global compliance.

Long-term workforce planning

Optimize contact center schedules to make the most of your budget and resources. Easily determine how many agents you'll need in advance — and always have the proper support.

Workforce forecasting and scheduling

Ensure you have the right support in place when demand spikes. Use artificial intelligence (AI) to create accurate, flexible schedules in minutes. Let your business leaders focus on what matters.

Gamification

Help the agents meet performance objectives with accessible scorecards and leaderboards. Provide accessible, real-time insights and actionable recommendations that drive results.

Speech and text analytics

Gain valuable insights with native speech and text analytics. Use transcription, sentiment analysis and topic spotting to identify key events. Use these insights to improve interactions in real time..

VOXAI SOLUTIONS | **GENESYS** Partner

Call Us: 972-691-3333

The Benefits

Gain visibility into processes across multiple areas of your organization to improve operational efficiency, contact center performance, and employee engagement

Drive Efficiencies

Unearth your unique operational strengths while finding ways to be even better

Increase Productivity

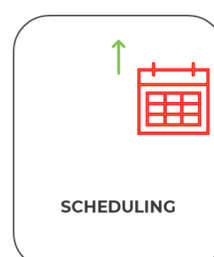Utilize key performance indicator (KPI) scores to improve employee skills with coaching opportunities

Improve Engagement

Standardized framework to manage and improve agent engagement

Moreover..

We partner with Genesys, a visionary leader in workforce engagement, to improve:

| AGENT UTILIZATION | FORECASTING | SCHEDULING | AGENT PERFORMANCE |

Real-World Outcomes

Delivering unmatched outcomes for major airports and airlines:

42%
Reduction of customer engagement operating costs.

12%
Reduction of the average handle time of calls.

20%
Decrease in agent idle time

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