

# CX Solutions for Outsourcing Agent Productivity Solutions

## Help your agents have their best day every day



Voxai agent efficiency solutions powered by Genesys augment your contact center teams with a powerful feature set, so they can offer fast, effective support that increases customer satisfaction and revenue.

Every contact center's success majorly hinges on the performance of its agents. But with contact volumes rising, there's growing pressure on agents to resolve questions faster.

Voxai productivity solutions for agents improve efficiency and productivity and lower costs while reducing turnover rates and ramp-up times. With contextual, real-time recommendations, it's like having an invisible colleague, always on hand to help your agents quickly resolve even the most complex customer cases.

### Keep your customers in the loop

### BENEFITS

**Empower agents to work smarter**

Voxai Agent Productivity solutions help your agents deliver faster, more effective service and help your contact center deliver lower costs and generate higher revenue.

- Improve Customer Experience and boost revenue
- Increase Agent Efficiency and lower costs
- Retain Agents
- Support more contact volumes.

### Real-World Outcomes

24%

Increase in agent availability

30%

Decrease in AHT

95%

Agent Satisfaction

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## What you get with Voxai's Agent Productivity Solutions

With AI-based solutions from Voxai, your agents can bring their A-game daily.

### Artificial Intelligence

Orchestrate and personalize omnichannel customer journeys at scale with easy-to-use AI.

### Knowledge Management Tools

Provide the right information every time with AI-powered knowledge management tools.

### Predictive Routing

Use AI to match customers to the employees most likely to deliver the best service and KPIs in real time.

### Agent Coach

Agent Coach monitors conversations and provides real-time recommendations that increase agent efficiency and effectiveness.

### Chatbots

Provide better answers faster with native or third-party, AI-powered chatbots that understand context.

### Predictive Engagement

Use AI to proactively engage online customers in the moment of truth with the next-best offer or resource.

### Voice Bots

Use voice bots with natural language understanding (NLU) and automate more voice conversations.

### Analytics

Analytics tools from Voxai provide real-time agent monitoring and manager alerts to ensure script adherence, enable fast, automated performance feedback to agents, and real-time trigger agent assist.