



Intelligent Work Automation

Eccentex **Intelligent Work Automation** powered by **Eccentex AI Services** is a unified Process Automation, Dynamic Case Management, and Work-Item Distribution Solution designed to manage Front-, and BackOffice Work and automate complex Customer Service Workflows. The solution is tightly integrated with Genesys Cloud CX, embedding Real-Time Queue Monitoring and Automated Task Distribution (both in Push and Prioritized Pull mode) to ensure seamless delivery of all customer commitments on time.

\$90 per user per month*

Including Implementation & Support

Watch the demo ▶

Major Business Benefits of the Solutions



Single License for all necessary applications to support end-to-end management of Front-, and BackOffice work. Seamless integration with Genesys Cloud CX omnichannel desktop through i-Frames.



Breaking up operation silos by capturing & placing all Work items into knowledge worker specific or universal queues, then assign the work based on priority or business value to the right resource at the right time, while providing necessary context and guidance for quick resolution.



Actively enforcing SLA fulfillment across all customer service and operation units with the ability to set and manage due dates, priorities, severities, business values on individual task level, monitor KPI targets and customer satisfaction criteria.



Effective real-time management of all work items through automated push to skill / push to presence mode with ability to handle exceptions by allowing manual pull of tasks from group or personal work bins.



Dynamic Rule Engine supports Queue Managers to stay agile by setting and adjusting Business Rules on company, department, or group level and allow supervisors to create custom workflows, and easily establish all necessary third-party integrations.



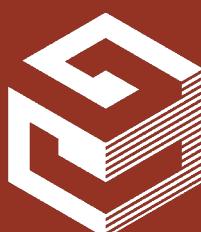
Extended reporting capability provided through **Eccentex Business Intelligence** solution that enables dynamic widget-based Customer360 dashboards.

By deploying this solution, customers can experience significant improvements in multiple KPIs, such as:

30% higher workforce efficiency gained by establishing a universal queue and blended workplaces that makes the day-to-day work easier and less boring for the employees.

20% faster reaction time in most case types by using unified desktop across the Front - and Backoffice departments to support seamless cooperation and timely delivery of all customer commitments.

10% higher employee satisfaction by automating repetitive tasks and delivering unified agent experience. No need for copying and pasting data between application silos.



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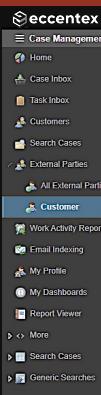
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Ecentex Intelligent Work Automation

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Leverage all benefits of the Universal Queue-based push, pull, or a combination of both work-item distribution strategies to ensure timely fulfillment of all tasks, work-items and case work across all units.



The screenshot displays the ACME Customer Service App interface. At the top, there are navigation links for Home, Customer, and Pat Thompson, along with a search bar. The main area shows a customer detail card for Mr. Pat Thompson, including his photo, name, member status (Gold Member), address, and a credit score of 687 GOOD. Below this is a list of recent cases, including 'Excessive Fees Complaint' and 'Account Complaint'. A timeline on the right shows the 'Engagement Journey' with steps like 'Customer Service', 'New Service', 'Contact Us', and 'Call Customer Service', each with associated icons and status markers. The bottom of the screen shows a summary of outcomes achieved, such as 'SALES' and 'Credit Score Increased'.

Key Features of the solution

- Push to Skill / Queue
- SLA Enforcement
- Queue Management
- Auto Close / Reroute
- Work Reprioritization
- Named Agent Routing
- Fair Load Balancing
- Value Based Rules
- Business Calendars

...and many more

ADDITIONAL WORK ITEM MANAGEMENT FEATURES

Embedded Case Management

The solution is embedded with full-scale Dynamic Case Management capabilities to enable organizations to define, automate, and optimize complex business processes.

External Work Items Routing

Ecentex Work Item Management integrates with existing enterprise systems such as ERP, BPM, CRM, and custom legacy solutions, to establish a unified global work queue that can be prioritized by business value and urgency.

Service Level (SLA) Management

The pre-set Business Rules guarantee that work items are completed within their given SLA timing. The rules efficiently prioritize all work items based on their value, urgency and/or severity and ensuring that the most critical work items are addressed first.

Rule Based Reprioritization

The automated Queue Manager continually reassesses all work items during their lifecycle to maintain an up-to-date priority, enabling the most important ones to remain at the top, or new critical work items to barge to the top.

Work Item Parking

Agents can place work items on hold into their personal queues and come back to them later. They can set specific due dates and get notified as they approach.

Work Item Bundling

Ecentex Work Item Management can consolidate related works into a single bundled work item then assign them to the same agent. For example, packaging a customer's support requests for the last hour into a single work item.

Blended Agent Support

The solution is designed to support agents that work on both real-time and non-real-time interactions in a multi-skill environment. Agents can continue accepting calls and chats while working on less critical work items in the background.

Automated Screen-pop

Customer 360 information pops up automatically alongside the Work Item Management page, displaying customer data, external data actions, and related work items. Each work item has a context-aware view for enhanced efficiency.

Automated Event Triggers

As the work item goes through its lifecycle, event triggers can be created for follow-up actions, such as sending a notification to the customer or updating a CRM system.

Advanced Email Management

The solution comes with a built-in email management feature that brings advanced capabilities like email preview, email parking and related workflow automation.

Scheduled Calls & Call Backs

Agents can schedule outbound calls as part of a workflow enriched with scripts and context. The solution allows agents to schedule call backs with due dates or Supervisor Control.

Push & Pull with Workbin Support

Supervisors can configure the solution to automatically push work to the best available agent or to a queue. Push can avoid "Cherry Picking" and unfair distribution of load. The system supports group and personal workbins as well.

Supervisor Control

The solution gives supervisors real-time control over every work item allowing them to be reassigned, moved between queues, change their priorities, bundle them or perform any business-specific actions.

Historical & Analytical Reporting

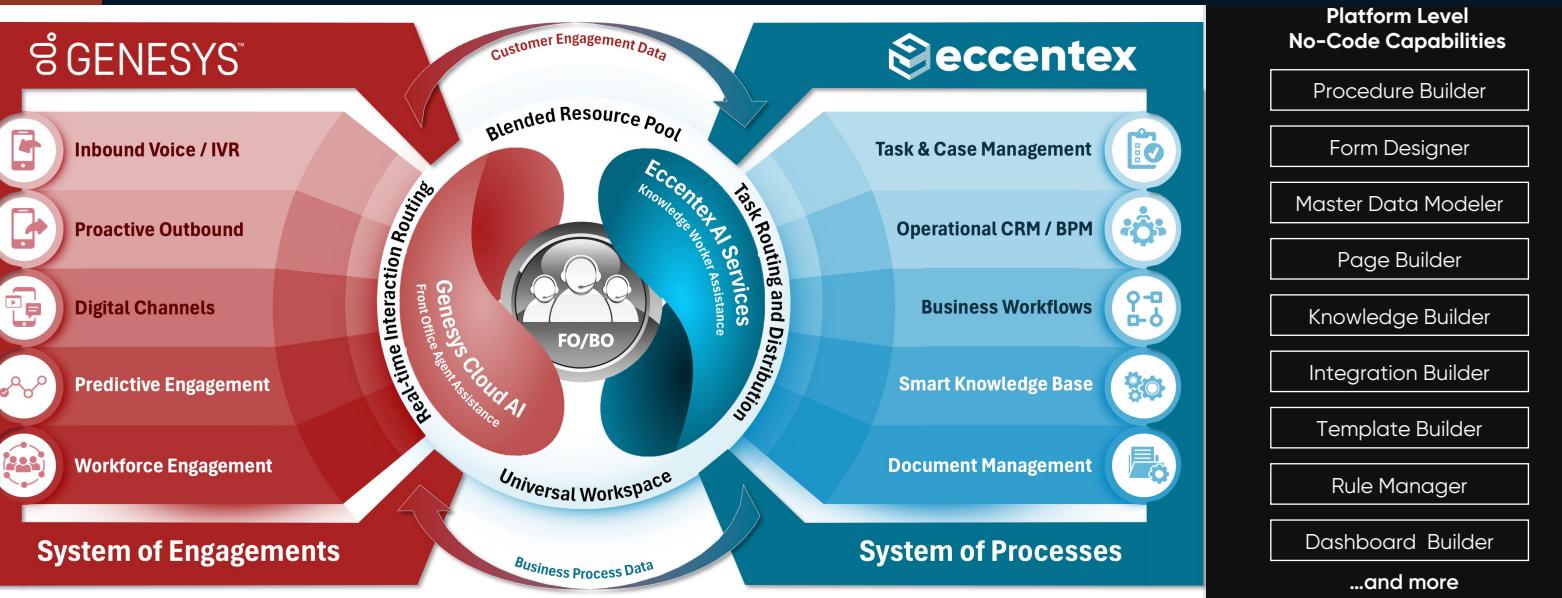
Ecentex Work Item Management stores detailed work activity and case data in standardized data schemas that enable seamless aggregation of reporting data to support business strategies. When integrated with enterprise BI tools, including Ecentex BI, managers can gain access to comprehensive reports and dashboards across the entire customer journey.



Ecentex Work Item Management

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Ecentex Work Item Management is tightly integrated with Genesys Cloud CX and seamlessly embedded into an iFrame. Joint customers can leverage both products' capabilities without leaving their desktop.



Seamless Migration and Cross-Cloud Integration

Ecentex is the only Genesys Appfoundry partner who integrates all its products with all Genesys platforms and products (including the legacy products, such as PureEngage premise, PureEngage Cloud, Pure Connect).

It can help cloud migration customers to bridge the continuous operation gap between the project phases.

Ecentex is backward compatible with all Genesys products

Migration from legacy on-premise Genesys products to Genesys Cloud CX integrated Ecentex solutions is easy. Integration with 3rd party system components is supported even in cross-cloud operation models.

Additional features and capabilities of Ecentex HyperAutomation Cloud can be switched on without requiring new integration.

