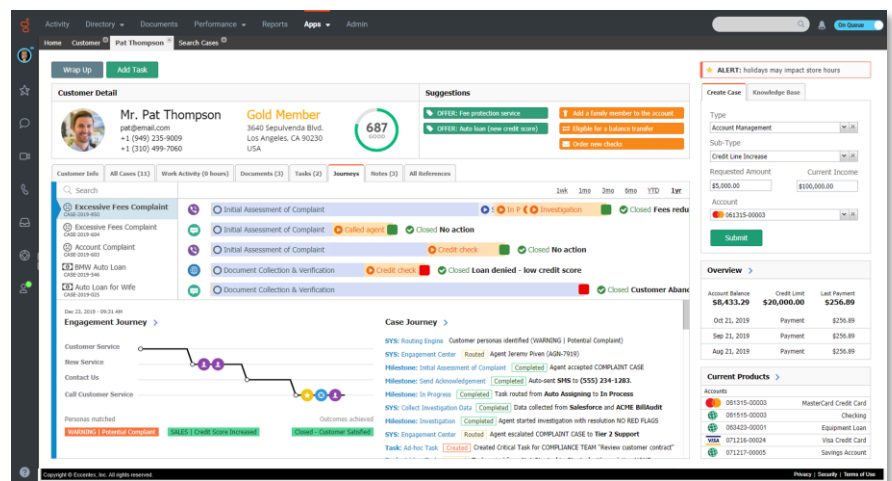


Migration Accelerator

Eccentex ServiceJourney for **Genesys Cloud CX**

Migrating from **Genesys Engage**, **MultiCloud** or **PureConnect**? Eccentex Migration Accelerator provides the technology, expertise and infrastructure to protect your Genesys investment & digital capabilities.

Case & Task Management • Advanced Email • Low-Code Extensibility



Flexibility and experience are the keys to successfully navigating your migration from **Genesys Engage** or **PureConnect** to **Genesys Cloud CX**. But moving large, established contact center systems involves a well-defined transition process - one that can alleviate the perceived risk to continuous business operation, continuity of capabilities, and to realize new digital opportunities.

Some key capabilities from Eccentex include:

- **Advanced Email-to-Case** workflow automation enhanced with Eccentex.AI, fully integrated with Genesys CX.
- **Case & Task Management** for Task distribution, front-office/back-office unification and comprehensive case management workflow.
- **Unified Agent Desktop** and Customer360 integrates all your tools and systems into your Genesys omnichannel desktop.

Migrating to Genesys Cloud CX should be viewed by an enterprise as an opportunity to enhance the digital experience for customers, employees and partners.

Eccentex Migration Accelerator addresses the end-to-end requirements of any upgrade program, starting from business case preparation to deployment to continuous innovation. The focus is on consistent execution with minimal business disruption.

Eccentex has helped global organizations maximize their Genesys investment by delivering well-integrated solutions like:

- **Service-centric CRM**
- **Ticketing & Help Desk**
- **Advanced Email Automation**
- **Case Management & Task Routing**
- **Back-office Workflows**
- **Smart Knowledge Base (Knowledge Management)**

Case & Task Management

Dynamic Case Management

Define, automate and optimize complex business processes - from initial intake to resolution, across multiple channels and systems.

Case & Task Assignment

Intelligently analyze characteristics of new emails or tasks to automatically assign them to the most appropriate employee.

External Work Items

Integrate with your existing enterprise software such as ERP, BPM, and CRM, and custom legacy systems, to establish a unified global task list that prioritizes them according to their business value.

Advanced Email

Unified Email Workspace

Intuitive email view designed for agents to quickly understand the inquiry and respond. Enrich the email view with real-time customer information, case data, past interactions and productivity tools.

AI-Powered Email Rules

Leverage built-in AI to perform sentiment analysis, extract key topics, summarize the intent, and intelligently assign emails.

Productivity Tools

Supercharge agents and supervisors with advanced features like email preview, cherry picking avoidance, email parking and automation.

Smart Knowledge Base

Rich Dynamic Content

Create dynamic elements within your articles that auto-fill depending on the context, such as pre-filling a talking script with the customer's real-time order information or guided technical support steps.

Knowledge Worker Assist

Suggest articles that may help an employee resolve a case based on a customer's recent transactions, their open tickets and other contextual data.

AI-Powered Deep Search

Search across the entire knowledge base, and not just article titles, to return context-aware results.

Service-centric CRM

Customer 360

Give agents a context-aware view of important tasks, cases, interactions, appointments and internal or external data.

Data Connectors

Connect with your homegrown and 3rd party systems, marketing tools and legacy applications to pull data or automate tasks.

Customer Workflows

Manage structured and unstructured workflows that have their own forms, participants, SLAs, and business rules.

Back-office Extension

Break down silos by giving back-office employees instant access to customer data without the need for a Genesys Cloud license.

Monitoring & Reporting

Real-Time Dashboards

Configure role-based, visually appealing dashboards or create custom ones with internal and external data aggregation.

Business Intelligence (BI)

Use advanced reporting and dashboarding with powerful predictive, AI-driven analytics to gain better business insights.

Open Data Model

Easily analyze solution data with your in-house reporting tools by traversing real tables, columns, foreign keys and views.

Platform Flexibility

No-Code/Low-Code

Deliver and iterate quickly, allowing both business and technical developers to build workflows, user interfaces, and data objects without code.

Developer Extensions

Customize the solution even further using industry standard languages like JavaScript, C#, SQL, and external DLLs.

Microsoft Azure or Private Cloud

Get started quickly by leveraging our powerful Azure-powered cloud or go with your own cloud for even more control.

Top Genesys-specific Features

Agent Desktop Integration

ServiceJourney is designed to work inside the Genesys Agent Desktop – allowing agents to continue working in a single user-interface for every channel and every process.

Real-time Data Sync

ServiceJourney continuously streams conversation data, enriching it with additional journey data such as the tickets involved, resolution steps taken and productivity.

Supervisor Tools

ServiceJourney provides additional service-centric management tools to supervisors, such as real-time overview of the work queue and manually re-prioritizing and re-routing interactions to other queues and re-assigning delayed work.

WHY CHOOSE US?

- Our full-blown case management solution is embedded in standard Genesys desktop to create a true Customer 360 view around all interactions.
- Genesys & Eccentex AI-assisted capabilities are complementary to jointly support customers and employees in real-time.
- Eccentex integrates with all Genesys platforms including Genesys Engage, MultiCloud and PureConnect that enables you to move from premise to cloud with little to no operational risk.

CALL OUR SALES TEAM

to schedule a demo or discuss your unique needs

For more information, please visit us at eccentex.com

**Some features may require additional subscription or service*