



eccentex HyperAutomation Cloud

Eccentex DCM vs Genesys Agent Copilot What is the difference?

This comparison matrix highlights the combined capabilities of Eccentex DCM and Genesys Copilot, along with the distinct advantages that Eccentex offers. **In this document you can find the summary of Key Differences between Eccentex Work-Item Management, Genesys iWD and Genesys Cloud Work Automation**

1. Shared Features:

Both solutions excel in areas like Conversational AI, Agent Assist, AI Chat Summaries, and Sentiment Analysis, providing tools to enhance customer interactions and support agent performance.

2. Exclusive Eccentex Capabilities:

Eccentex DCM stands out with its ability to manage end-to-end case lifecycle workflows, integrate with knowledge bases and knowledge sources, and provide advanced reporting and workflow automation. These features, combined with the low-code platform and industry-specific prepackaged solutions, position Eccentex as a more comprehensive platform for organizations needing robust case management.

3. Enterprise-Focused Advantages:

Eccentex offers flexibility with custom deployment options, cross-departmental workflow automation, regulatory compliance, and scalability to handle complex enterprise use cases. Additionally, Eccentex's ability to support EMR development and knowledge integration extends its applicability to industries like healthcare.

4. Strategic Strength:

Strategic Strength:

Where Genesys Copilot focuses primarily on conversational AI and agent tools, Eccentex differentiates itself by integrating these capabilities into broader case management processes and leveraging hyperautomation to drive operational efficiency and ROI.

From
\$40 per user
per month*

Including Implementation & Support

[Watch the demo ▶](#)

By combining conversational AI expertise with the deep functional capabilities of Eccentex DCM, organizations can achieve a comprehensive, scalable, and industry-specific solution tailored to their needs.

Eccentex HyperAutomation Cloud

Digitize




Simplify



Automate



Feature by feature
compare on
the back 

[Learn more ▶](#)



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Category	Eccentex Caseintelligence.ai	Genesys Agent Copilot	Exclusive to Eccentex CIAI
AI assisted Case Management	The end-to-end case management (including intake, processing, and resolution) powered by AI services	Limited AI support for managing real-time conversations as tasks (not cases).	✓ End-to-end Case lifecycle management supported by AI services.
Workflow Automation	Automates multi-step / Dynamic workflows across cooperating teams and departments.	Automates conversational workflows only.	✓ Enables cross-departmental and sophisticated workflow automation.
Conversational AI	Integrates conversational AI into workflows for customer service.	Advanced conversational AI for customer interactions.	Conversational AI supports Case Data related inquiries as well.
AI Chat / Voice Summary	Summarizes chat / Voice interactions and integrates them into case histories.	Summarizes chat interactions for agent context.	✓ Chat / voice summaries integrate with workflows.
Knowledge Base	Centralized repository for case-related data / documentation, FAQs, and solutions.	Limited knowledge base capabilities tied to conversational responses.	✓ Knowledgebase covering CRM/BPM and Case Data and integrate with workflows.
Knowledge Integration	Integrates knowledge base articles, FAQs, and external data sources into workflows.	Provides basic knowledge integration	✓ Integrated with case and task workflows.
Agent Assist	Provides real-time recommendations, next-best actions, and knowledge retrieval during cases.	Offers real-time conversational suggestions and responses.	✓ Integrated with case management workflows.
Sentiment Analysis	Analyzes customer sentiment throughout cases and adjusts workflows accordingly.	Detects sentiment in conversations for agent context.	✓ Sentiment-driven workflow adjustments.
Industry-Specific Solutions	Prepackaged apps for industries like Public Sector, Healthcare, and Banking.	No prepackaged apps for specific industries.	✓ Industry-specific solutions.
Can Be Used to Build EMR	Fully customizable to support building EMR solutions for healthcare organizations.	Not suitable for EMR development.	✓ Purpose-built for EMR workflows.
AI-Driven Insights	Provides AI-driven decision-making for case management and automation.	Provides AI-driven recommendations in conversations.	✓ AI insights for workflows.
Low-Code Platform	Drag-and-drop tools for designing workflows and apps.	Not available.	✓ Low-code platform.
Data Analytics and Reporting	Advanced case metrics, dashboards, and trend analysis.	Conversational analytics focused on customer interactions.	✓ Cross-case reporting.
Third-Party Integrations	Extensive integrations with 3rd party applications and prebuild adaptors for Salesforce, Genesys, and ERP systems.	Limited integration scope.	✓ Broad enterprise integration.
Regulatory Compliance	Tailored compliance features for regulated industries, including audit trails.	Basic compliance features.	✓ Industry-specific compliance.
HyperAutomation	Combines AI, RPA, and BPM for end-to-end automation.	Limited to conversational AI and task automation.	✓ Full Hyperautomation.
Scalability	Handles large-scale, complex workflows and distributed processes.	Scales conversational interactions.	✓ Workflow scalability.
Deployment Options	Available as cloud, hybrid, or on-premise deployments.	Primarily cloud-based.	✓ Deployment flexibility.
Customer Support Features	Combines case management with conversational tools for seamless support.	Conversational AI focused on customer interactions.	✓ Case and conversation integration.
Task Prioritization	SLA-driven task assignment and prioritization based on business rules.	Not available.	✓ SLA-driven task prioritization.