

MAJOR FUNCTIONAL CAPABILITIES - CHEAT SHEET

- Attachments, images and rich text
- Standardized replies.
- Address blocking, spam and security
- Outbound email campaigns
- Seamless customer journey
- Visibility into past interactions
- Agent assistance / Copilot
- Agentless notifications
- Supervisor management tools
- Email parking
- Fully integrated email interactions
- Smart email routing
- Email analytics and performance insights
- Real-time and historical reports
- Backward compatibility with all Genesys platforms (including the legacy platforms such as Genesys Engage, Genesys Engage Cloud, Genesys Pure Connect)
- Email to Case, Case to Email function
- Email <> Case <> Task Conversation History
- Tight integration with Business Processes and Engagement Automation
- Overblending Support (Auto Park / Resume)
- Automated Compliance / Quality Assurance routing
- Case Ownership support
- Attached Document management (including Access Control, Archiving and IDP - Intelligent Document Processing)
- Agentic AI supported email processing and analytics:
 - Auto Classification
 - Auto Prioritization
 - Auto Assignment
 - Auto Summary
 - Auto Reply
 - Reply Drafting
 - Keyword Picking
 - Knowledge Surfacing
 - PII Masking
 - Auto Translation
 - Language and Brand detection and Brand Management
 - Case level Sentiment Analytics
 - Case type level Response Library
 - Process level SLA Enforcement

Learn more:

<https://www.genesys.com/capabilities/email-contact-center>

Learn more:

<https://www.eccentex.com/products/servicejourney/advanced-email/>