

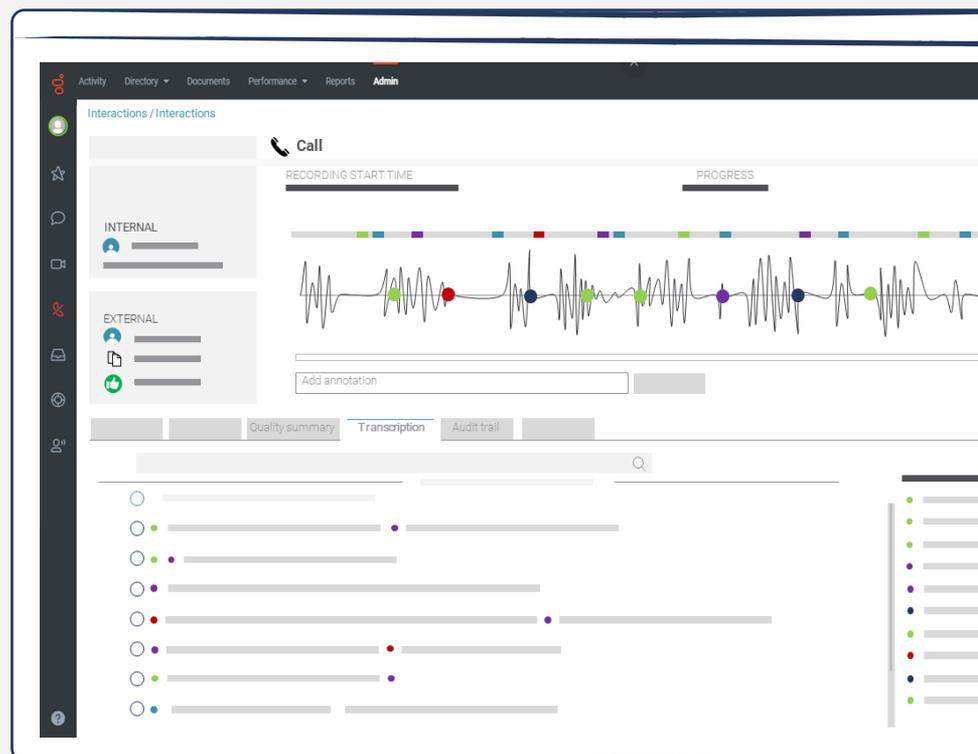


**85%** of surveyed stated that “The greatest challenge to managing quality is caused by **not having sufficient time to analyze and use data**”

– Contact Babel - *The Inner Circle Guide to Omnichannel Workforce Optimization 2020*

## But what if

You could ensure quality in all interactions, retain 100% of recordings with data integrity. Visualize, and analyze all interaction data, to identify important topics, understand business, customer, and agent’s needs and trends, while protecting customers and business from negative exposure or legal actions, through an integrated process automated workflow..



## QUALITY ASSURANCE AND COMPLIANCE

### From Genesys Cloud WEM



Automated quality management, evaluation and surveys



4k Multiple-monitor screen recording,



Speech and text analytics included in price.

### Automated workflows that drive quality at scale.

Say goodbye to evaluation techniques that rely on the manual search and selection, deploy quality policies that scale, creating a fairer approach to quality and performance assessment.

### 100% of interactions recorded no data lost

Record all interactions in any channel maintaining the integrity of its content and structure, ensuring 100% of the information is collected and retained, and get the full picture by recording agent desktop activity.

### Business and customer insights

AI-powered speech and text analytics tools to close the loop, extracting meaning and insights to plan and execute strategies boosting the quality and performance of the workforce and business.

### Enterprise grade security & compliance

Meet compliance on a global scale, ensure sensitive information is handled properly with a set of integrated tools automation and custom processes for recording and QM.

Genesys Cloud™ [Quality Assurance and Compliance](#), processes are built together from the beginning to ensure that all interactions are handled seamlessly in a way that's both effective and efficient.

The Genesys Cloud™ Workforce Engagement suite delivers a consolidated platform for recording, quality management and [Speech and text Analytics](#). Its capabilities include:



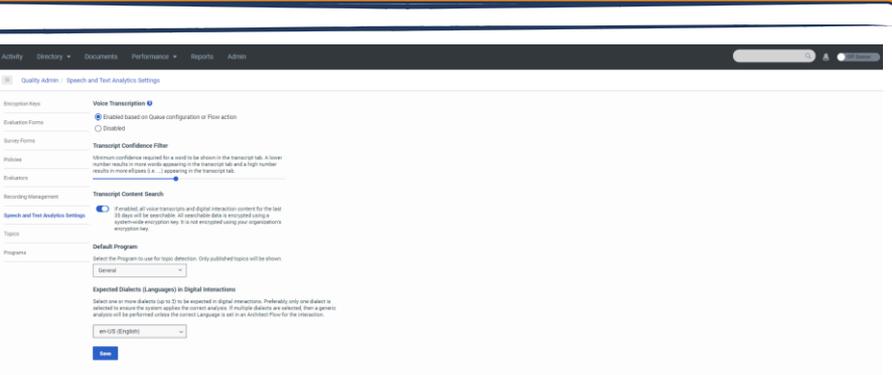
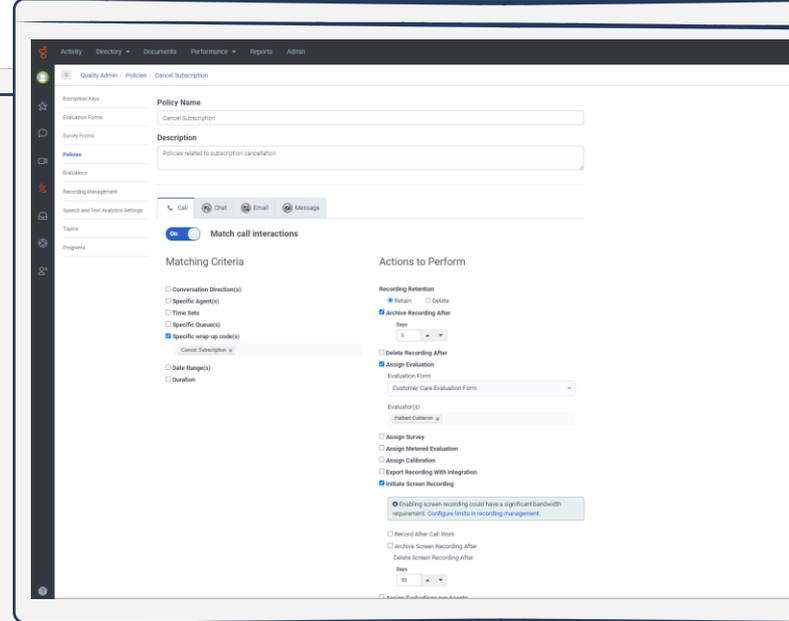
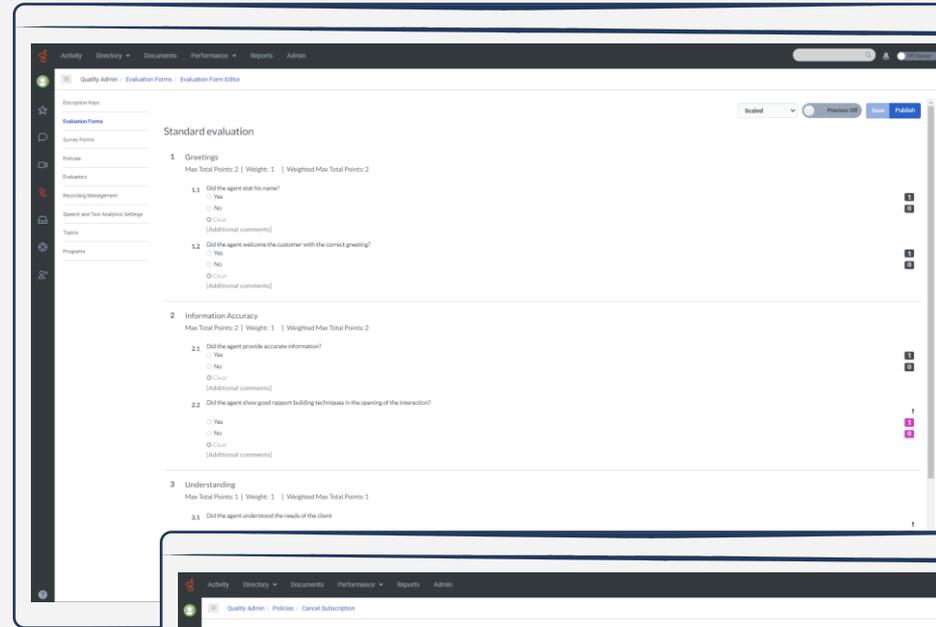
## QUALITY MANAGEMENT

Assess overall quality handling of interactions for all communication channels. Focus on empowering supervisors, quality evaluators and agents.

Features include:

- \* Role-based access to recording and evaluation
- \* Evaluation from designer
- \* Multiple question types
- \* Evaluation assignment process and notifications
- \* Calibration processes
- \* Faceted evaluation search
- \* Interaction overview UI
- \* [Coaching in Quality Management](#)

Available for **GC2** and **GC3**



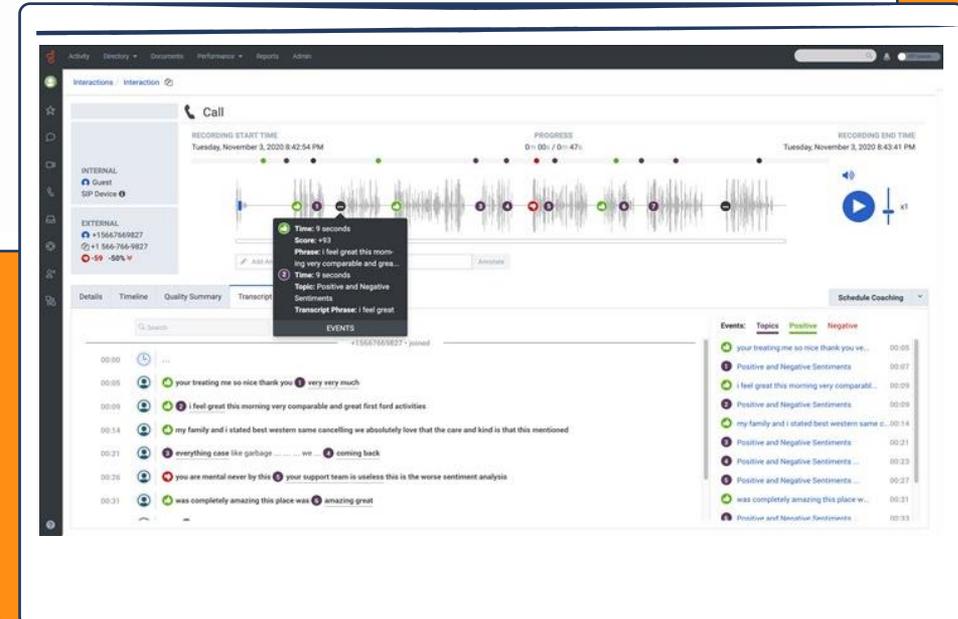
## SPEECH AND TEXT ANALYTICS

Provides organizations the ability to extract from the content specific phrases that indicate the occurrence of key events related to customer experience, agent performance, sales, and compliance.

Features include:

- \* [Full call transcription of voice interactions](#)
- \* Transcript and content search
- \* [Sentiment analysis: market and search](#)
- \* Topic manager and tagging spotting
- \* Acoustic analysis: Over Talk, Silence, etc.
- \* Markers and Search
- \* Analytics views
- \* Dashboards

Available for **GC3**



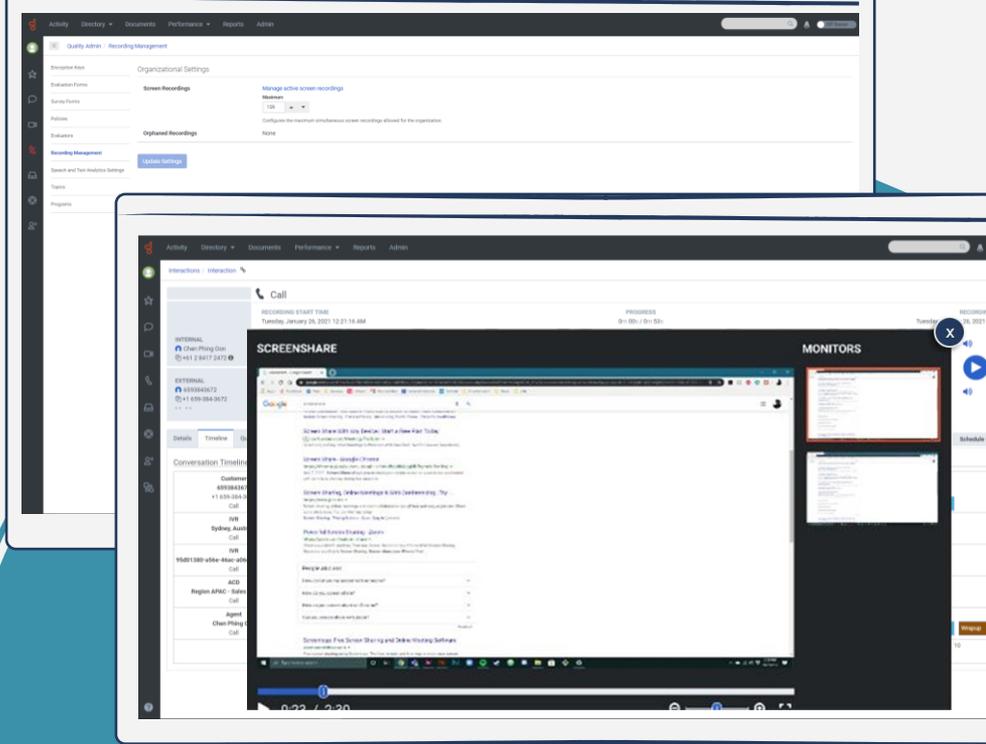
## INTERACTION RECORDING

Leverages existing components within the platform to power recording. It also supports voice and digital channels including callback to [increase compliance](#), decrease risk and evaluate all

Features include:

- \* Single and dual-channel call recording
- \* Voice and digital channels including callback
- \* AWS S3 bucket bulk export
- \* Encryption key
- \* Long term cloud storage
- \* Permission-based playback access
- \* Policy-based recording actions, retention and delete protection
- \* Recording audit trail and secure pause.

Available for **GC1, GC2 and GC3**



## SCREEN RECORDING

Helps determine how effectively agents handle interactions and helps [identify why certain types of interactions take longer to handle than others](#), how well agents understand the applications and how agents handle multiple overlapping interactions

Features include:

- \* Multi-monitor Screen Recording with 4K resolution of agent activity.
- \* Synchronized playback of interactions
- \* Sync secure pause

Available for **GC2 and GC3**



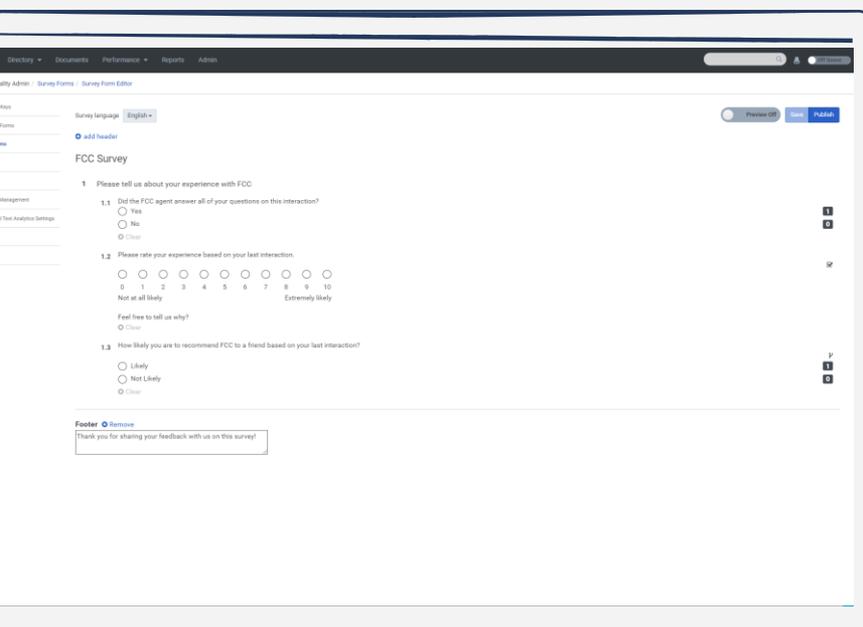
## VOICE OF THE CUSTOMER & EMPLOYEE

Gauges your customers' and employees' experiences after an interaction and captures feedback automatically.

Features include

- \* Survey creation
- \* Creation of flow for surveys. Invitation email, including sender, receiver and email body.
- \* Policy creation to determine when Genesys Cloud sends surveys
- \* Visibility into survey status and completed survey responses.

Available for **GC3**



See everything you can do with Genesys WEM Cloud.

**[REQUEST YOUR DEMO](#)**



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Genesys Cloud.