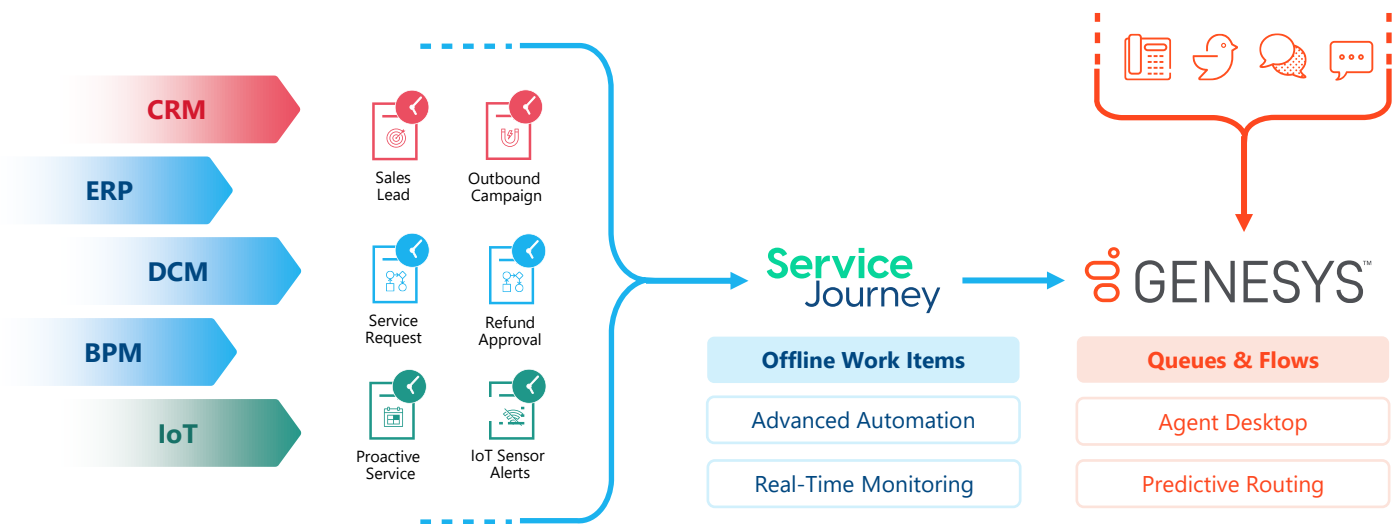


Work Item Management

with **Eccentex ServiceJourney** for **Genesys Cloud CX**

ServiceJourney is a unified customer service platform that brings case and work item managements capabilities to Genesys Cloud CX – streamlining the entire customer journey with advanced features.

Back-Office Workflows • Genesys Queue Integration • Real-Time Monitoring



Eccentex ServiceJourney is an AppFoundry Premium App that brings Work Item Management to **Genesys Cloud CX** – providing a holistic view into all work items being processed, by whom, and the state they are in. It can help your organization address common obstacles encountered in customer service and back-office operations, including:

- **Breaking work silos** by capturing all work into a unified platform, getting it to the right people, and providing context with guidance.
- **Meeting dynamic SLAs** for diverse work item types even as priorities change.
- **Maintaining real-time visibility** into every work item with ability to push, pull and re-route work.
- **Staying agile** on a platform that can adjust to your unique business rules, workflows, UX and integrations.

Your customers and partners demand exceptional experiences. And to deliver those outcomes, it's essential to reach new levels of intelligent, seamless front- and back-end processes that improve customer relationships and streamline operations across your enterprise.

With Eccentex ServiceJourney, you can configure your workflows with its enterprise-grade case management capabilities or capture work items from your existing core systems. Repeatable tasks are automated while those that require a human are routed to Genesys agents or back-office employees.

Eccentex ServiceJourney is deeply integrated with Genesys Cloud CX, providing enhanced work item capabilities to agents, supervisors and leadership. This synergy ensures better utilization of customer service resources by blending their work with back-office and offline tasks.

Work Orchestration Features

Case Management

ServiceJourney's Case Management capabilities enable organizations to define, automate and optimize complex business processes - from initial intake to resolution, across multiple channels and systems.

External Work Items

ServiceJourney can integrate with your existing enterprise software such as ERP, BPM, and CRM, and custom legacy systems, to establish a unified global work item list and prioritize them according to their business value.

Service Level Agreements (SLA)

ServiceJourney Rules guarantee that work items are completed within the SLA set by business users. These rules efficiently prioritize the work item list based on business value, ensuring that the most critical work items are addressed first.

Continuous Reprioritization

ServiceJourney continually reassesses work items during their lifecycle to maintain an up-to-date priority, enabling the most important ones to remain at the top. Or for new critical work items to barge to the top.

Work Item Bundler

ServiceJourney can consolidate related work items into a single bundled work item that gets assigned to an agent. For example, packaging a customer's support requests for the last hour into a single work item.

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.

Events & Triggers

As the work item goes through its lifecycle, ServiceJourney triggers any necessary follow-up actions, such as sending a notification to the customer or updating a CRM system.

Advanced Routing

ServiceJourney uses real-time and historical data to route work items to the most appropriate agent or back-office employee, based on factors such as affinity, skills, team memberships and custom business rules.

Low-Code/Deep-Code

Visual design tools empower non-technical users to iterate rapidly, while still allowing developers to add custom code when needed.

Monitoring & Reporting Features

Auto Re-Routing & Escalations

ServiceJourney continuously monitors work items for nearing SLAs, changing information and even external events. Business rules automatically re-prioritize, escalate and re-assign.

Real-Time Dashboards

Configure role-based, visually appealing dashboards or create custom ones with business-specific data. Dashboards are accessible inside of Genesys Cloud and in a separate portal.

Supervisor Control

ServiceJourney gives supervisors real-time control over every work item - allowing them to reassign them, move them between queues, change their priorities, bundle them or perform business-specific actions.

Business Insights

ServiceJourney offers a comprehensive set of task-based statistics providing insight into business performance and comparisons against KPIs configured by business users.

Historical & Analytical Reporting

ServiceJourney stores detailed information on how every work item in normalized data schemas enabling summaries and aggregates required in support of business strategies. When connected to existing enterprise BI tools, including Eccentex BI, manager gain access to comprehensive views of the entire customer journey end-to-end.

Genesys-specific Features

Queue Integration

ServiceJourney dynamically registers work items into Genesys Queues, ensuring agents can work on back-office and offline tasks without leaving the Genesys Agent Desktop.

Screen-pop

ServiceJourney automatically screen-pops a detailed work item page along with customer data, external data and actions, related work items and more. Every work item can have its own context-aware view.

Push and Pull

Configure the solutions to automatically push work to available agents or enable them to pick up tasks during when they are less busy.

Blended Agent

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

Advanced Email Tools

ServiceJourney comes with a built-in email-centric customer service solution that brings advanced features like email preview, cherry picking, email parking and automation. [Learn more.](#)

Scheduled Calls & Call Backs

Scheduled outbound calls as part of a workflow enriched with scripts and context. Allow agents to schedule call backs with due dates.

The screenshot displays the Eccentex ServiceJourney interface for a specific work item. The top navigation bar includes tabs for Activity, Directory, Documents, Performance, Reports, Apps, and Admin. The main content area is titled 'CASE-2023-465' and shows a 'Refund or Return' case. Key details include the Case ID, Case Owner (Morgan Smithson), Case SLA (142:20h 55m), and a total amount of \$1,146.32. The interface is divided into several sections: 'Refund Details' on the left, 'Task List' in the center, and 'Order Details' on the right. The 'Task List' shows a series of tasks with their status (Closed, In Process, Not Started) and assigned owners. The 'Order Details' section provides information about the order, including the order number, order status, and a list of items. The right sidebar shows the customer profile, including the customer's name, email, and phone number, and a list of agents (Morgan Smithson, Hello Mocker, Brandon Com).

For more information, please visit us at eccentex.com

**Some features may require additional subscription or service*