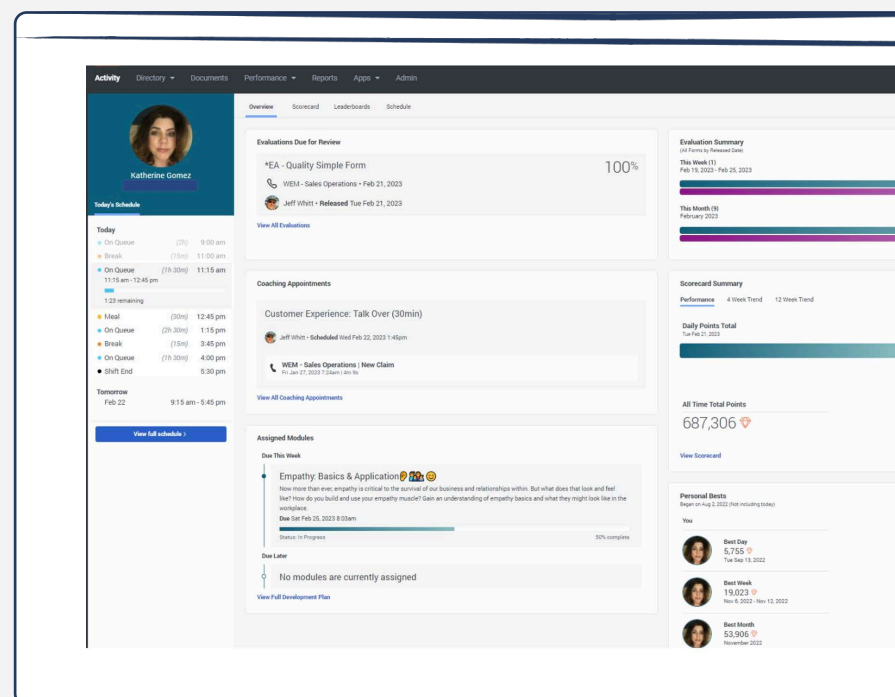


21% increase in high performers when employers support their employees more holistically

Gartner, Reimagine HR Employee Survey, 2020.

IMPROVE EMPLOYEE ENGAGEMENT, PERFORMANCE & COLLABORATION

Genesys Cloud CX™ powers personalized and effective employee experiences through the entire employee development journey.



EMPLOYEE PERFORMANCE in Genesys Cloud CX



Personalized employee development hub



Native gamification



Embedded employee learning & feedback



Coaching with AI-enabled scheduling

End-to-end employee development

A complete set of tools to manage the employee development journey embedded in your CCaaS platform for unrivaled integration.

Employee engagement capabilities for onboarding, learning & training, performance management, gamification, coaching, employee feedback, and rewards & recognition without added cost and complexity.

Personalized journey

Create tailored development journeys that enhance employees' skill and performance levels and strategically guide them toward surpassing performance objectives.

A personalized employee hub gives teams single-click access to everything they need to understand and improve their performance, develop in their career, share feedback, and celebrate accomplishments.

Effective employee experience

Empower employees across job roles with integrated, automated workflows and data transparency for better collaboration, effectiveness, and efficiency.

Gamified performance provides consolidated insights and actionable recommendations in real-time to evaluate and strengthen development initiatives. Streamline targeted coaching sessions between employee and facilitator.

Genesys Cloud CX delivers a consolidated platform for employee development. Part of Genesys Cloud Workforce Engagement, capabilities include:



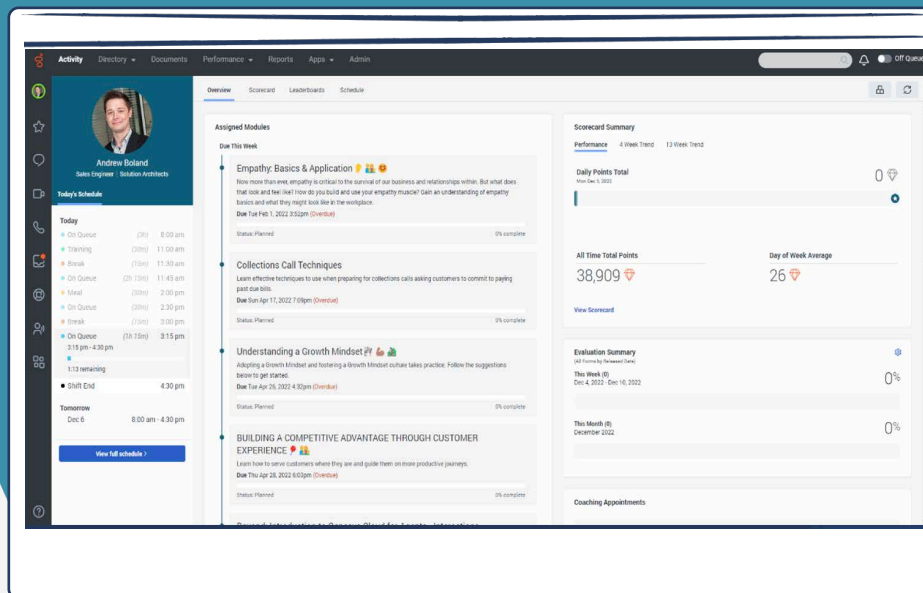
PERSONALIZED DEVELOPMENT HUB

Give teams single-click access to everything they need to understand and improve their performance, develop in their role, share feedback, and celebrate accomplishments.

Agents can access their:

- * Day's schedule
- * Performance scores and trends
- * Assigned learning content
- * Upcoming coaching sessions

Take the [interactive tour here!](#)



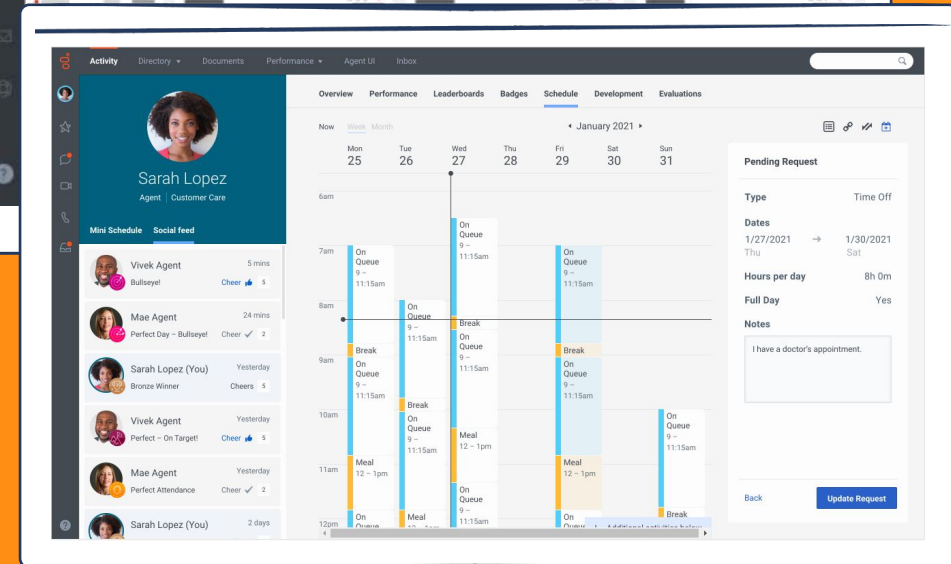
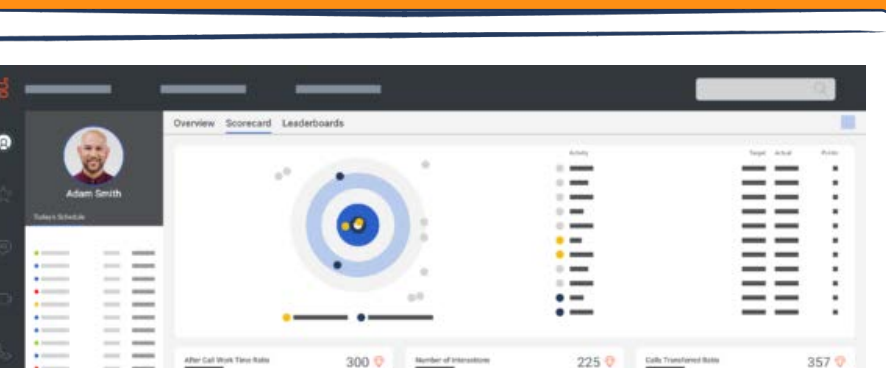
GAMIFICATION

Motivate and engage employees to meet their performance objectives. Consolidated and gamified KPIs help your employees understand how to improve in real-time.

Features include:

- * Performance scorecards
- * Personal bests
- * Leader boards
- * Historical trends
- * Custom KPIs
- * External metrics
- * Speech & text analytics

Learn more about [native gamification for performance management.](#)



"Introducing Genesys Cloud CX gamification in our contact center **IMPROVED CUSTOMER SATISFACTION KPIS AND EMPLOYEE ENGAGEMENT** for our 70+ agents."

Greg Barrett, Contact Center Manager
Outdoor Network

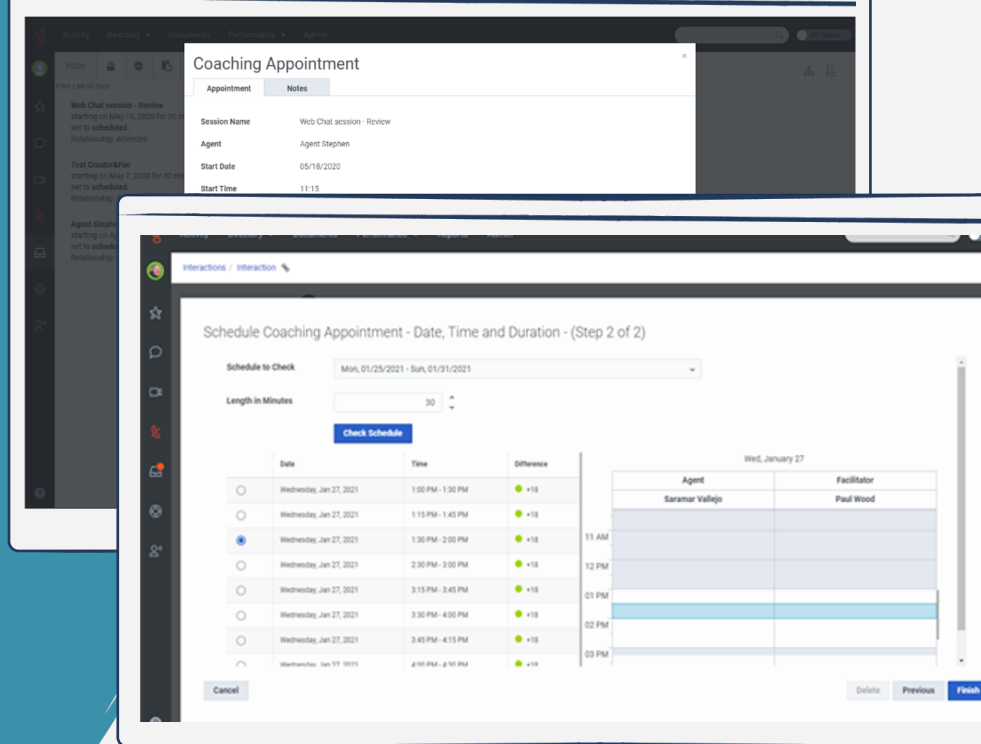


COACHING WITH AI-ENABLED SCHEDULING

Identify, assign, and schedule training sessions through a single, seamless process. Coach for quality management and performance improvement.

Features include:

- Comprehensive coaching package
- Optimal time slot suggestions from Workforce Management integration
- Add interactions, notes, documents, and URLs
- Inbox notifications
- Accessible from notification, schedule, agent activity and development views



Learning & Development pros agree
L&D shifted from “nice to have” to
“need to have” in 2021

LinkedIn, 2021 Workplace Learning Report.

64%

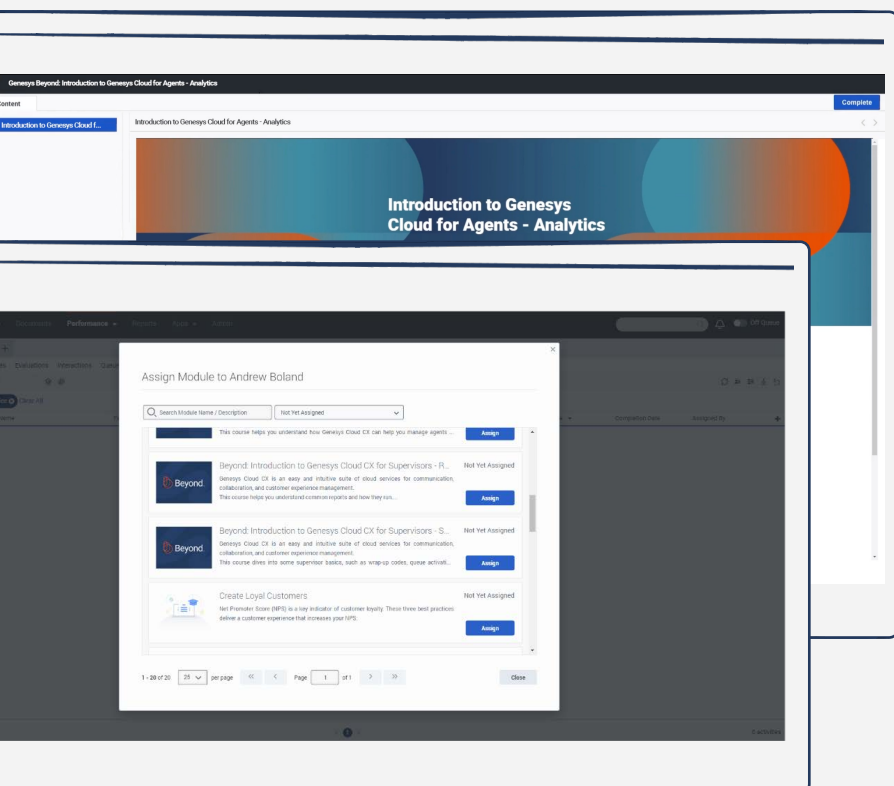


DEVELOPMENT AND FEEDBACK MODULES

Onboard new employees, enhance agent skills and gather employee feedback by assigning informational, learning and assessment modules.

Features include:

- Multiple module types: informational, learning, and assessment
- Preloaded Genesys Cloud CX training from [Genesys Beyond](#)
- Automated and manual assignment
- Manager and agent development views
- Accessible from inbox, agent activity and development tabs



See how you can modernize performance management with Genesys Cloud CX.

REQUEST YOUR DEMO



Genesys® powers more than 25 billion of the world's best customer experiences each year. Our success comes from seamlessly connecting employees and customers across channels, on-premise and in the cloud. Over 10,000 companies in 100+ countries trust our #1 customer experience platform to drive great business outcomes and lasting relationships. Visit genesys.com