

Enterprise Bot in Genesys Slashes AHT by 64% at Premier Swiss Call Center



The Challenge

The call center services multiple customers across diverse sectors, leading to a vast array of inquiries and issues. With high agent turnover and low expertise, agents struggle to quickly locate the correct documentation amidst an overwhelming amount of information, slowing down resolution times and compromising on service quality.



Lack of sufficient training



Low agent productivity



Loss of time in user identification



Slow resolution times



High training costs



Loss of time in post call summarization and categorization

The Solution

Enterprise Bot's **Embedded Agent Assist powered by GenAI** within Genesys supercharges agent productivity with next best action, AI-guided workflows and integrated access to information, making the agent work smarter and faster.

Key Features



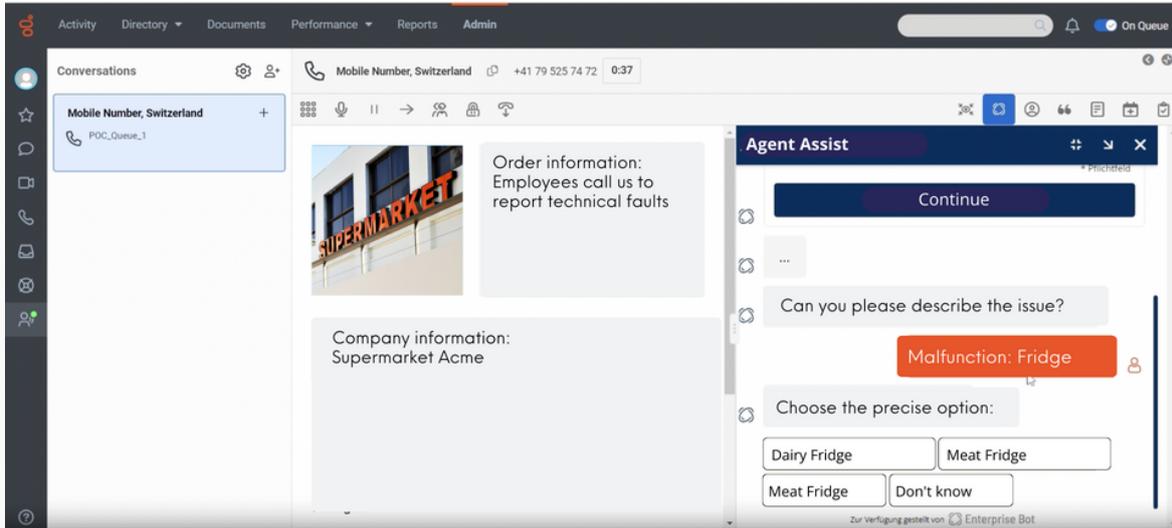
Single agent window

Eliminates window-switching by consolidating data from multiple knowledge bases and systems in a single, natively integrated Genesys workspace



Guided Workflows

Guides agents through a structured workflow, presenting them with relevant questions to ask customers for efficient issue identification and resolution



Conversation Summarization

Reduce wrap-up time with seamless conversation transcription, summarization, and agent assessment right in the Genesys workspace



Traceable Responses

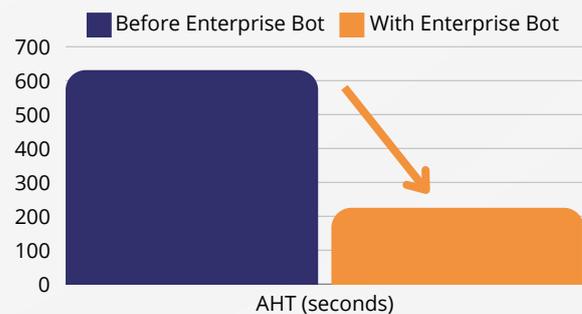
Boost agent confidence and reduce errors with response traceability, showing agents the source of their answers

Watch Voice Bot + Agent Assist in Action



The Results

Agents can provide faster, more accurate responses, improving both the quality of service and the overall customer journey.



Reduced Average Handling Time by 64%

Would you like to get similar results for your call center? [Let's get talking!](#)