PureCloud

Aka UCaaS and Omni Channel Contact Unified Communications (CCaaS) and Workforce Engagement Management(WEM).

Modern Cloud architecture on AWS

Outbound Dialer has

1. preview info
2. progressive-one call/contact per agent
3. power-waits for agents adjust simultaneous calls
4. predictive-
5. agentless-responds live contacts and answering machines

Outbound SMS and Email

Contacts upload batch and API

Power scheduling means 85% lower compliance costs, 22% more interaction efficiency, 25% increase first interaction resolution.

PureCloud also reduces training and onboarding cost.

OUT OF BOX reporting can create warnings threshold

Skills example labeling

Skills:

Alpha Gold

Alpha Platinum

Bravo Gold

Bronze Foxtrot

Charlie Gold

Golf Platinum

Hotel Platinum

WrapUp Codes:

Default

leftMessage, newCustomer, newOrder, notInterested, problemos de aceso and reschedule

Scheduled Callbacks=Number,Time,Date,Queue,Division(s)

Reporting DNIS=Queue metrics, CSR chat, messages, etc. Intraday, realtime and historical

Study Analytics

POST and GET to customize reports

i.e.

GET /api/v2/analytics/conversations/{conversationId}/details

POST /api/v2/analytics/conversations/details

GENESYS PURECLOUD RESOURCE CENTER

Apps like Emite and prebuilt dashboards

Build your own dashboard can include audio files.

i.e.

Actual Callback->they come to site->widget->initiate call

Actual call in-> IVR-> wait time is Ten minutes ->leave callback number or option2 give us number we can reach you at (2nd phone)

Callback Present To Agent->info provided to agent about client-> can schedule a callback as Agent for either date/time/dept/region.

Callback can be enabled and capture request, there is an API to request Callback function. All API to submit callback to PureCloud

WEBFRAMES

i.e. modules could be Interactions Module, Name, Begin Call, End Callback and Notes for agent dashboard includes webframes custom.

WHY?:

ENTROPY-If it is not self-learning, we must invest major resources over time and growth instead, to establish status quo.

How we interact. Are we taking advantage of managing own employees, using predictive engagement on all channels, journey shaping, then next utilizing routing.

Based on customer needs/own employees, to incorporate new tech to understand agent skills and training. Can run forecast algorithm , aka customer journey, and perceived lifetime value(our factors). Then If and or, else.

PureCloud offers 200 microservices build on AWS, each microservice deployed on Amazon Machine Image and communicates through APIs, elastic, scalable, and self contained.

Genesys Product Idea Lab

   i.e. allow maximum recording length for voicemail greetings longer than 20 seconds.

PURECLOUD ARCHITECT INTERFACE

   IVR uses voice or keypad

Architect to get data.

a. Inbound
b. SelectLanguage
c. Biz Hours Menu
d. MainIntro.wav
e. BusFlow Main Menu Action.wav
f. BusFlow OptionA
   a. Plan AdventureIntro.wav
   b. Plan AdventureAction.wav
      i. Option 1 wait for dept.wav
      ii. Option 2 wait for dept.wav
      iii. Option 3 wait for dept.wav
      iv. Option 4 wait for dept.wav
g. BusFlow OptionB
   a. Plan nonAdventureIntro.wav
   b. Plan nonAdventureAction.wav
      i. Option 1 wait for dept.wav
      ii. Option 2 wait for dept.wav
      iii. Option 3 wait for dept.wav
      iv. Option 4 wait for dept.wav
         1. TransferAgent Option 1
            a. WaitMusic.wav
         2. TransferAgent Option 2
            a. WaitMusic.wav
         3. TransferAgent Option 3
            a. WaitMusic.wav
         4. TransferAgent Option 4
            a. WaitMusic.wav
h. BusFlow OptionC=repeat options
i. BusFlow OptionD=existing customer
   a. existingCustomer.wav
      i. BlankPause.wav

1. Wait.wav
    a. Transfer to Agent

OUTBOUND

Message1->MessageLivePerson.wav->we are calling to tell you….need anything?->yes, transferMusic.wav-now inbound

Message2->MessageLivePerson.wav->we are calling to tell you….see you soon.->disconnect
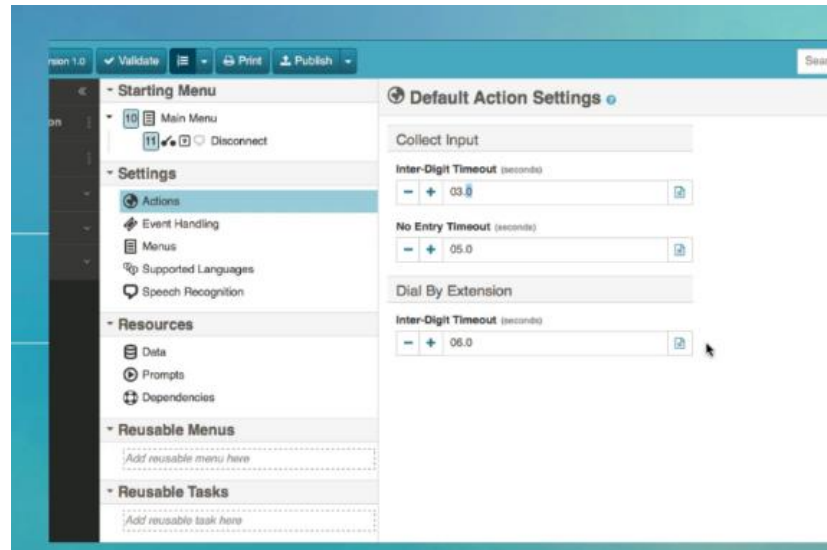
A. Building an Inbound Callflow
    a. InboundCallFlow page
        i. CreateFlow
            1. Name:Main Call Flow
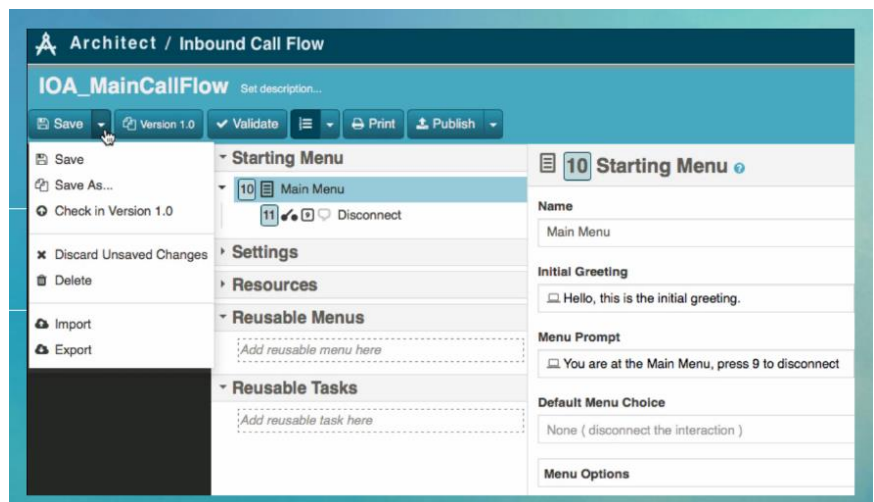
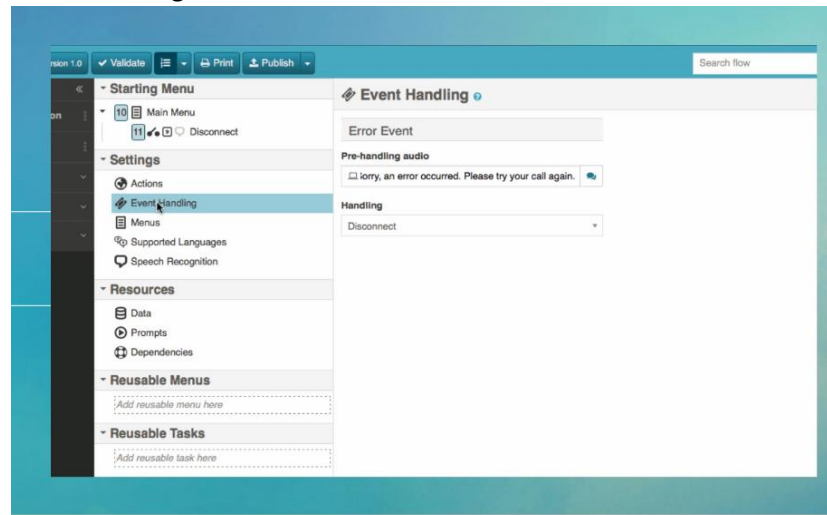   2. Go to Config Call Flow Settings
                a. Architect
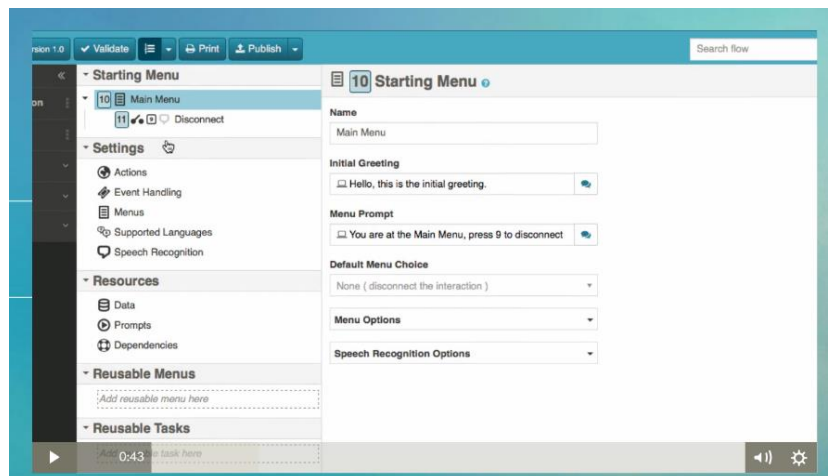
i. Go to Actions

1. Interdigit Timeout set
2. No Entry timeout set
3. Dial by Extension-only refers to extension dialing
4. Or by Expression

ii. EventHandling

1. Including prehandling Audio
2. Define handling of error

iii. Menus -create individual menus or default as below
1. Set number of times to repeat
2. Menu select timeout
3. Listen for extension dialing time true/false
4. Number max delay for extension dialing
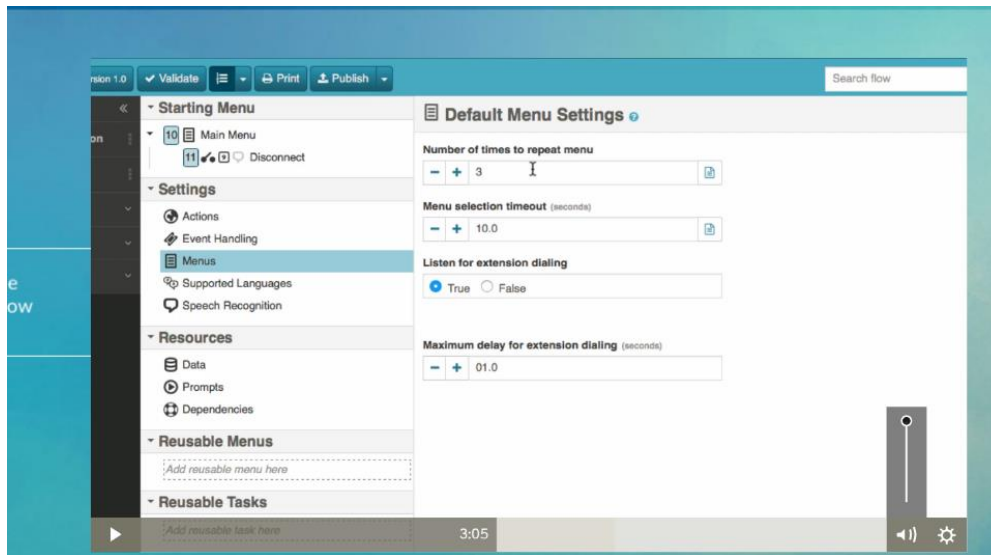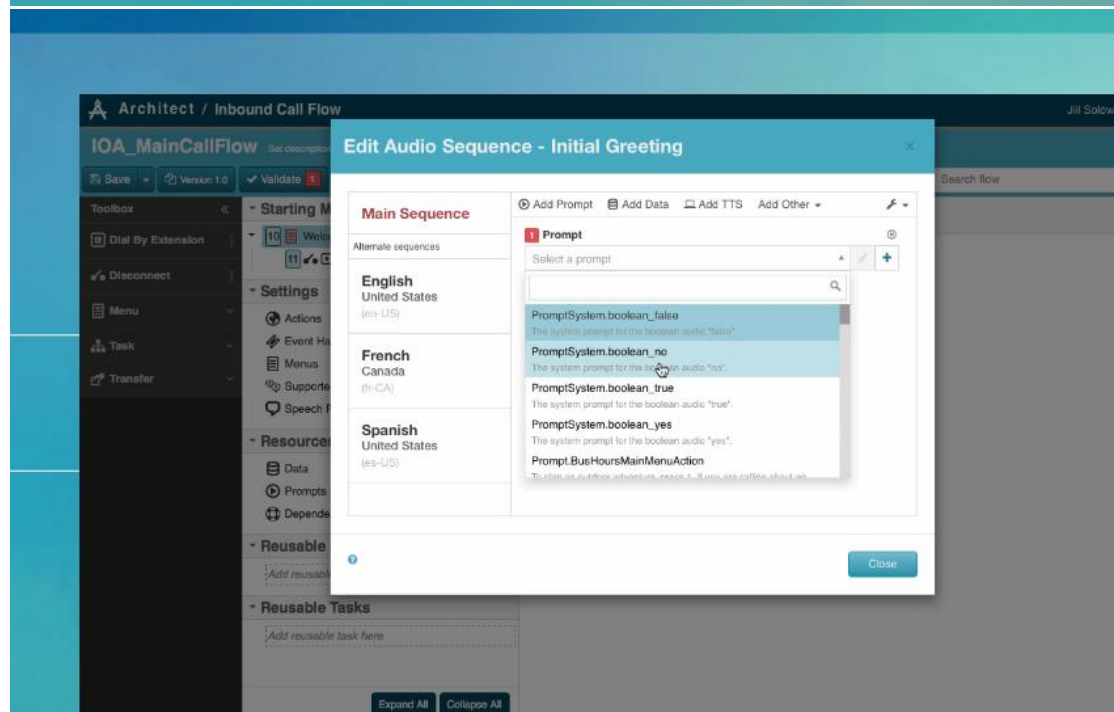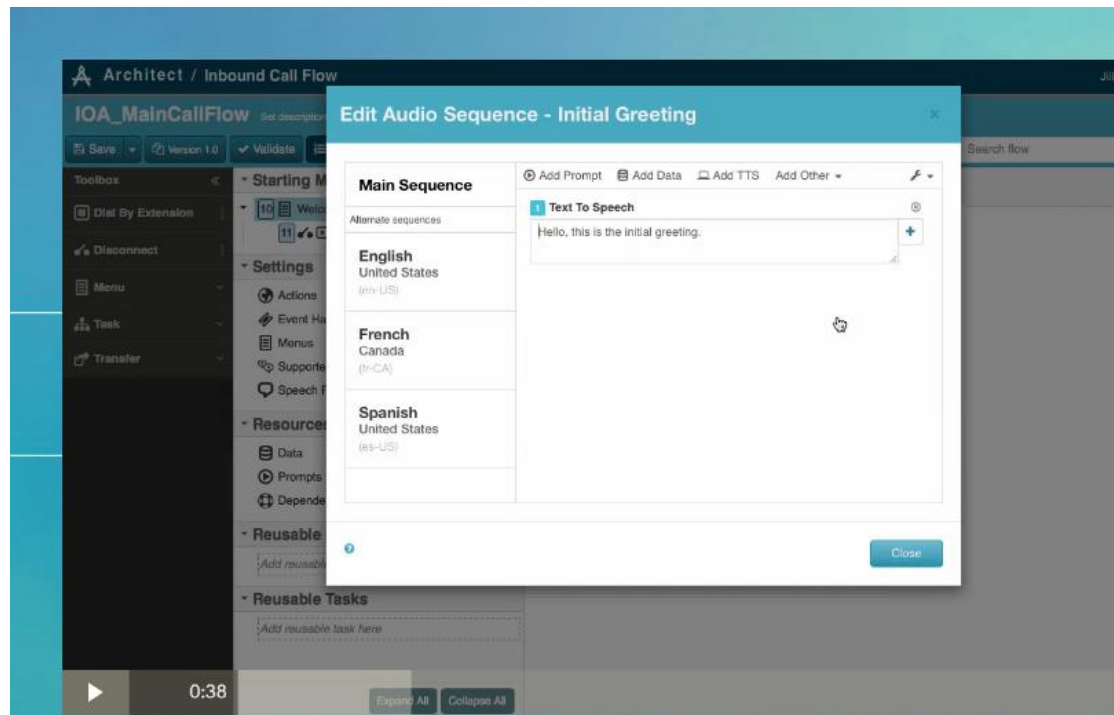
Add Speech RecognitionMenu next as below
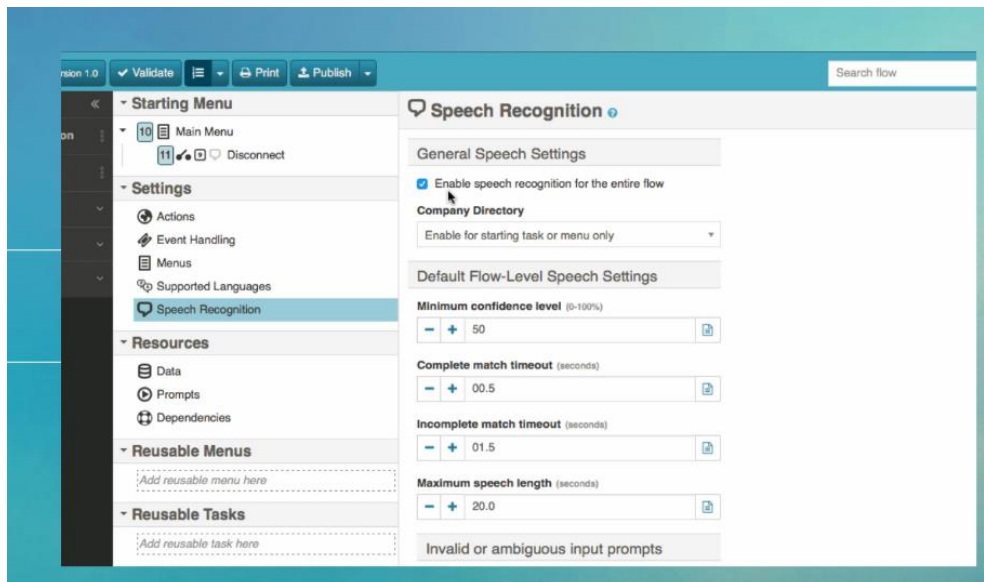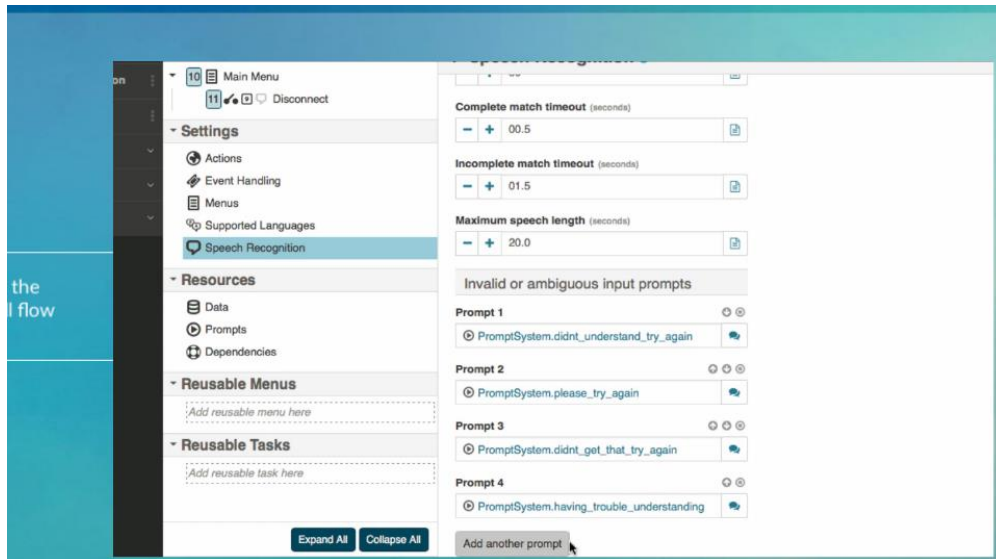
1. Invalid amibigious input prompts
    a. Prompt 1-promptSystem_didnt_understand_try_again
    b. Prompt2-promptSystem_try_again
2. StartMenu config next
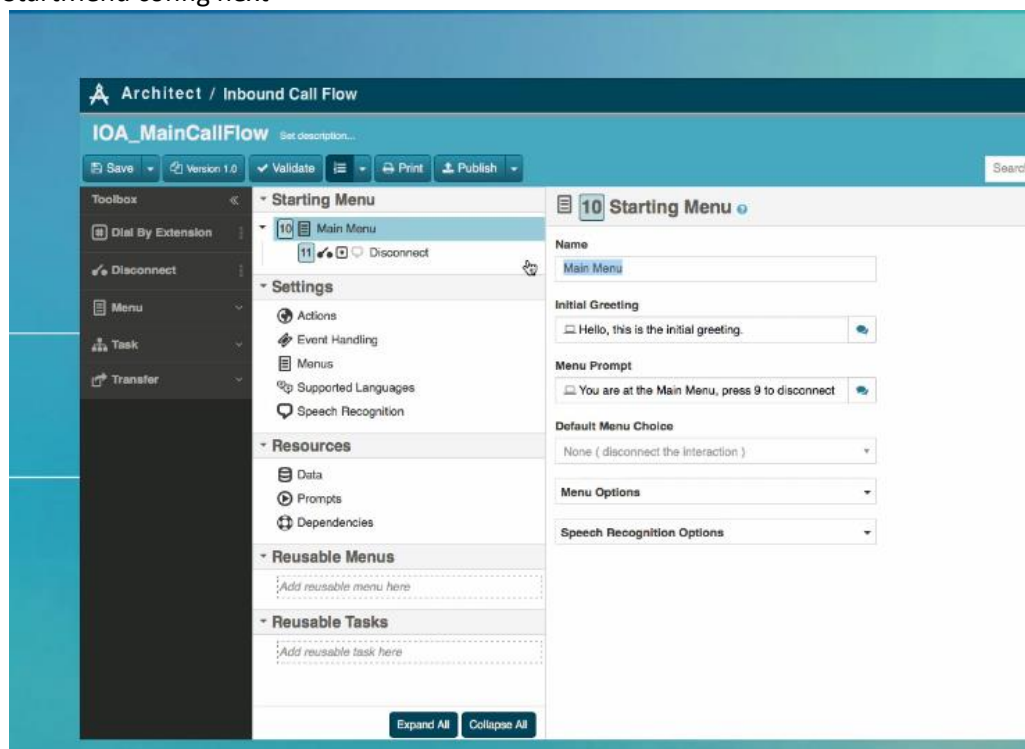
3.
    a. Welcome Set Language
        i. Text To Speech: This is initial speech. Add prompts via promptSystem_library
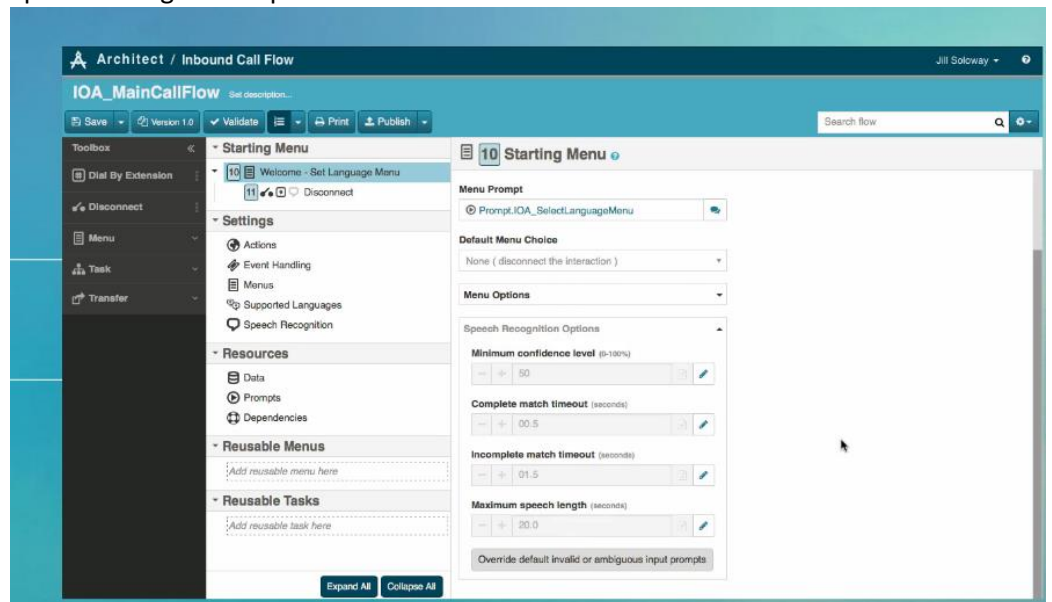
for example promptIDA_BusHoursMainMenuIntro

1. Include text to speech and variables for complex introductions
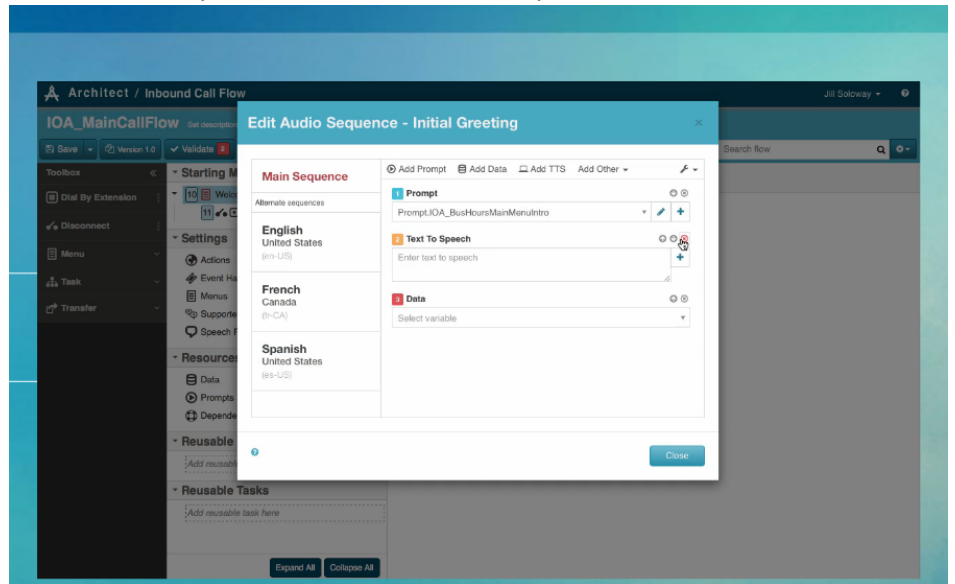
b. StartMenu example
    i. Name:
    ii. Initial greeting
    iii. menuPrompt
    iv. Default Choice
    v. Menu Options
    vi. Speech Recognition Options see below

1. Add speech recognition options
2. Complete match timeout
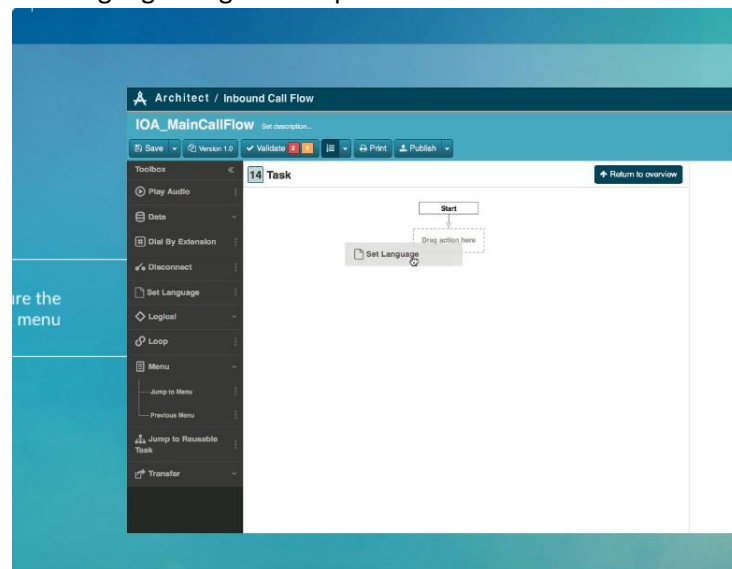3. Incomplete match timeout

4. Max speech length

5. Now add Tasks: by having a destination menu, present IVR options
6. Drag and drop MENU into reusable menu
7. Drag TASK onto Starting menu

a. DTMF 1 (push #1) and Speech Rec English : One
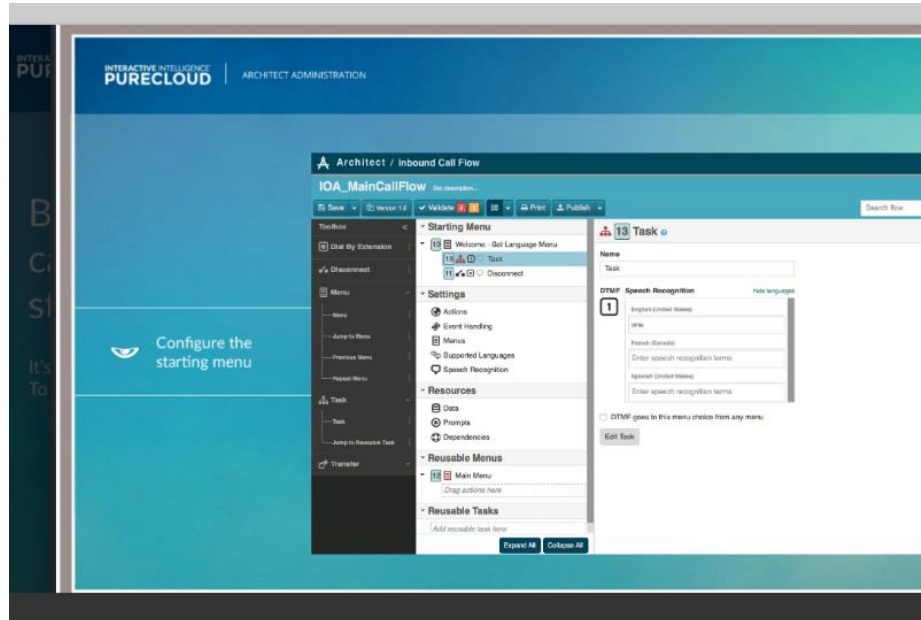
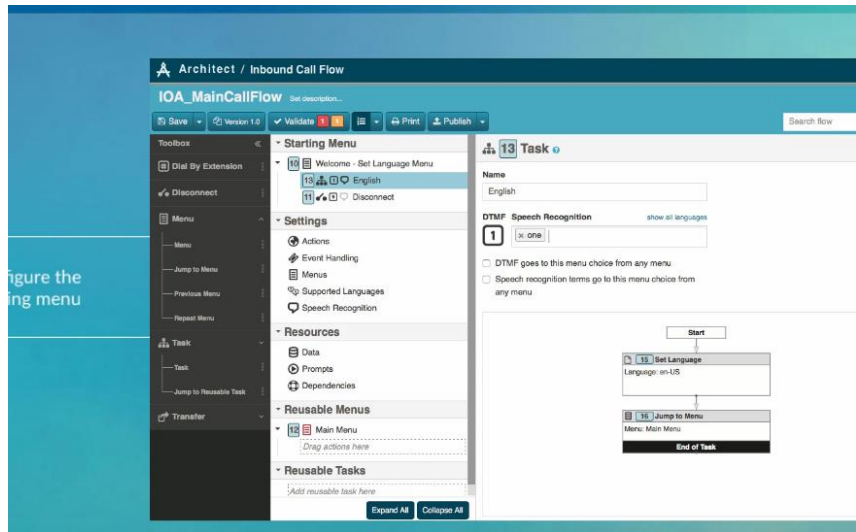   i. Then Edit Task

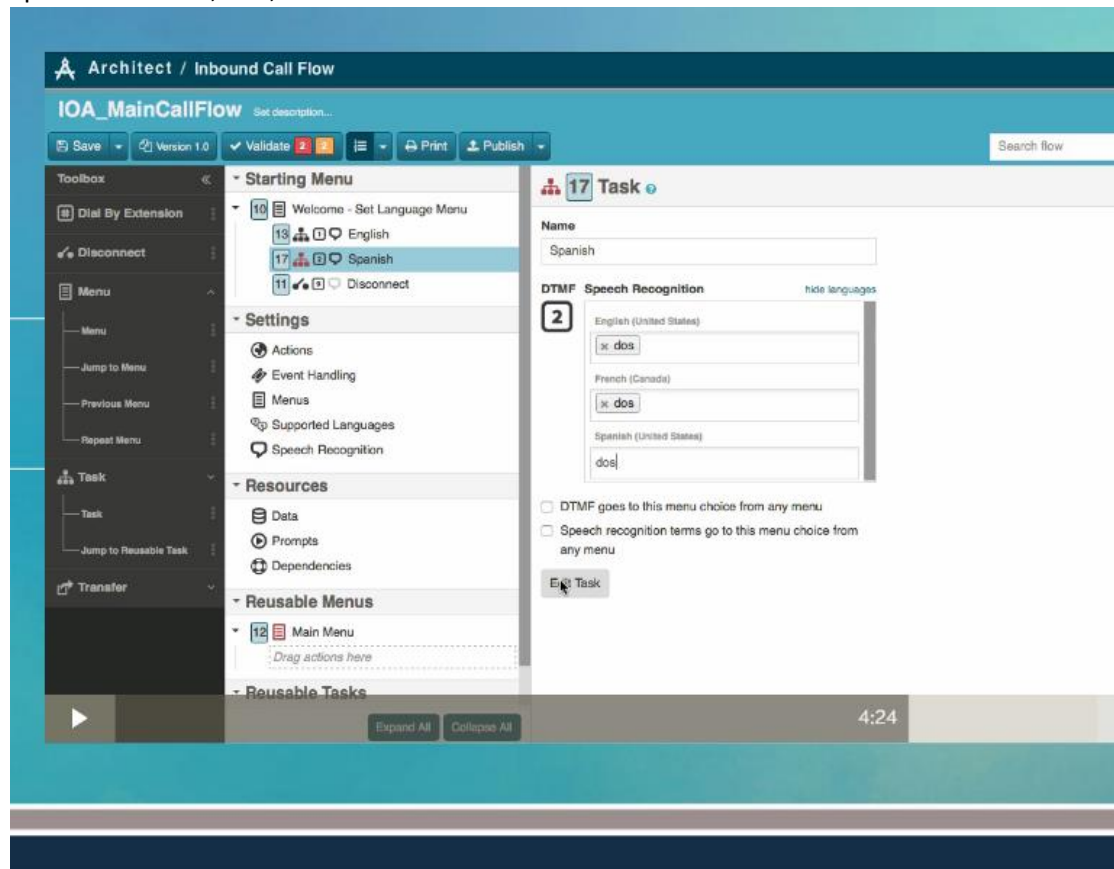   1. Set Language Drag and Drop

        2. Jump to Menu

            a. Select Menu

                i. Option Menu 1 we just made

        3. Name:Task Menu we made , i.e. English

4. Name Spanish Task
    a. DTMF2
        i. Speech Rec : Dos, Dos, Dos then click Edit Task

        ii. Click Edit Task (Spanish)
            1. Start Node
                a. Set Lang
                    i. Select Option 2-Spanish
                    ii. Drag and Drop, Jump to Menu

1. Select Menu we made (main menu) and return to overview and we can see first inbound call flow ask user what language they desire.