

Avtex Agent for Genesys Cloud

Overview

Due to their flexibility, quickly evolving capabilities, deep customization options and ability to empower customers, chat bots have quickly become a critical communication channel. When seeking support via a brand's web site or mobile application, many customers naturally turn to chat as their go-to channel for answers or guidance.

Despite their rising popularity, chat bots are not all powerful – many customer interactions require the involvement of a live agent. When a customer decides to seek the assistance of a live agent, that transition must occur seamlessly and efficiently. Avtex Agent for Genesys Cloud supports seamless transitions from chat bot to virtual agent to help you ensure the optimal experience for every customer.

Streamline the Transition from Chat Bot to Live Agent

Seamless Transitions: Avtex Agent for Genesys Cloud enables seamless transitions to guide your customers from a chat interaction to working with a live agent. When a customer requests to talk to a live agent, their interaction is automatically added to the agents' queue, allowing for swift response and improved experiences.

Skill-Based Routing: To streamline interactions and help control interaction volumes, customer requests for live assistance can be routed based on agent skill, department, or specialization. For example, if a customer needs assistance with a loan application, their interaction request can be automatically routed to a loan specialist, without the need for a general agent's involvement.

Customizable Agent Information: Give live agents the information needed to effectively field interactions transitioned from the Microsoft Power Virtual Agent. The pre-interaction report can be customized to provide your agents with a full chat transcript, contextual highlights, sentiment prediction and more.

Improved Customer Experience: The ability to transition from a chat bot interaction to a live agent, without having to repeat information is critical to a customer's overall experience with your brand. Avtex Agent for Genesys Cloud helps customers quickly explore multiple communication channels as they seek the support they need.

Native Integration with Genesys Cloud: Avtex Agent for Genesys Cloud offers full native integration with the Genesys Cloud platform. This ensures the optimal performance of the solution and the best possible experience for your customers and employees.