

Wish your Genesys Cloud contact centre platform had more bells and whistles? Well, now it can.

One in four Kerv Experience employees develop software and build products so our clients get more value from Genesys investments. Our two companies have been busy innovating together over the last 12 months. Get the inside track on four instances below.



1 CX Translate: breaking language barriers for fresh competitive advantage

Our clients challenged us to create a product that removed language barriers agents encounter when using webchat, messaging, social media and email. So, we did. Now, as part of a two-way conversation, [CX Translate](#) interprets in real time what the customer is keying in their native language. The precise meaning is conveyed to the receiving agent, and vice versa. In fact, CX Translate handles over 100 languages.

The following example shows how a customer in Spain swaps chat messages, never realising the agent they're talking to is based in the UK and doesn't speak Spanish.





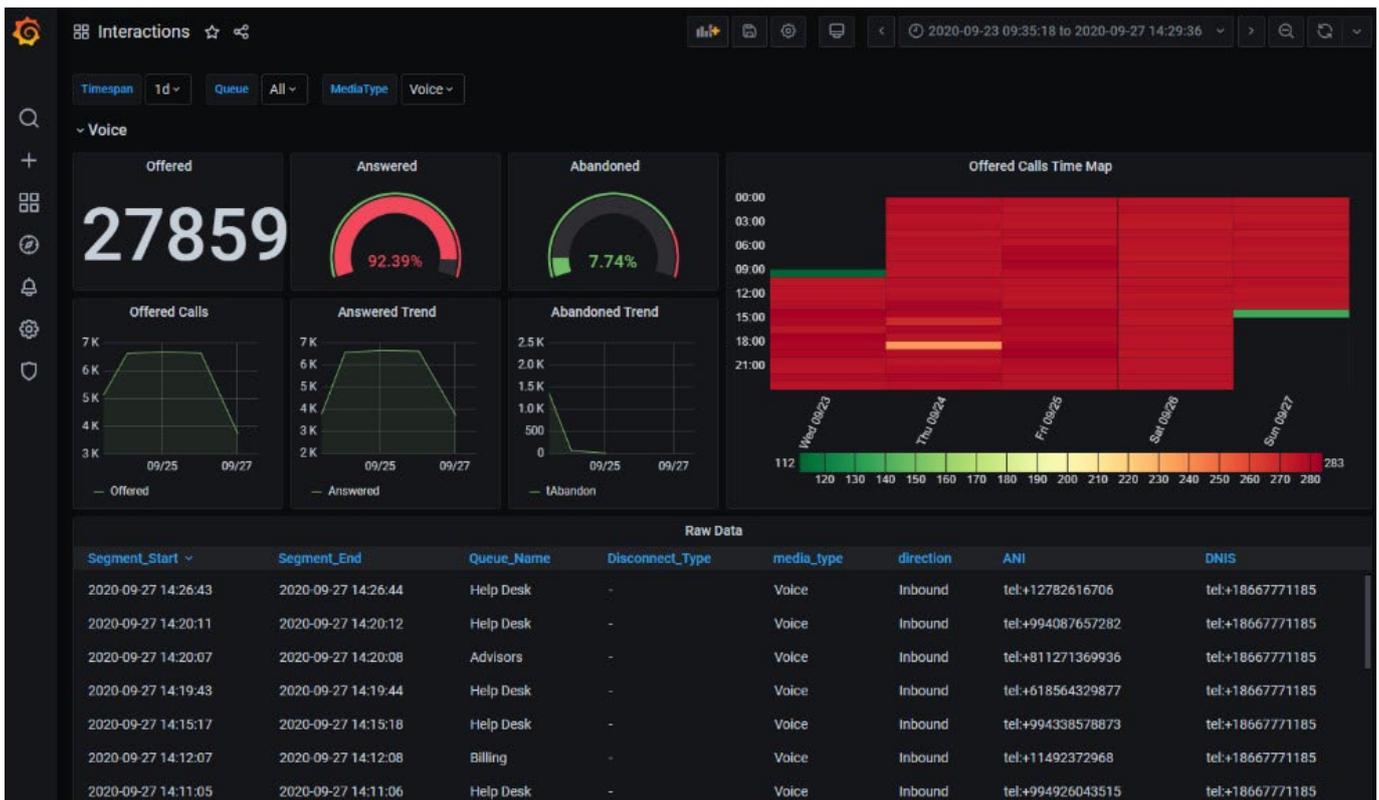
Kerv Experience clients soon put CX Translate to good use. One cost-effectively opened a new office, **saving 15% on staff costs** by recruiting local native speakers as opposed to expensive agents with niche language skills. They **cover 15 different countries**, including complex languages used in the Nordics and Benelux.

The effect on agent engagement and satisfaction has been truly transformational – **improving productivity** with customer **wait times diminished or eradicated** altogether. 99% of people across Europe were completely satisfied with the translation

2 CX Vizz: more and better performance data for less effort

Kerv Experience clients quickly pinpoint where customer loyalty is won and lost in the customer journey, without wasting time manually gathering data or running clunky reporting tools. With [CX Vizz](#) they rapidly extract information from Genesys Cloud CX, Salesforce, Amazon Connect, and other sources.

With zero complexity involved in coding multiple APIs, the solution can be deployed on-prem, in our client’s cloud, or delivered as a securely hosted service. It also comes with out-of-the box dashboards for Power BI, Tableau and Grafana, meaning users can leverage existing skillsets without having to learn a new platform.



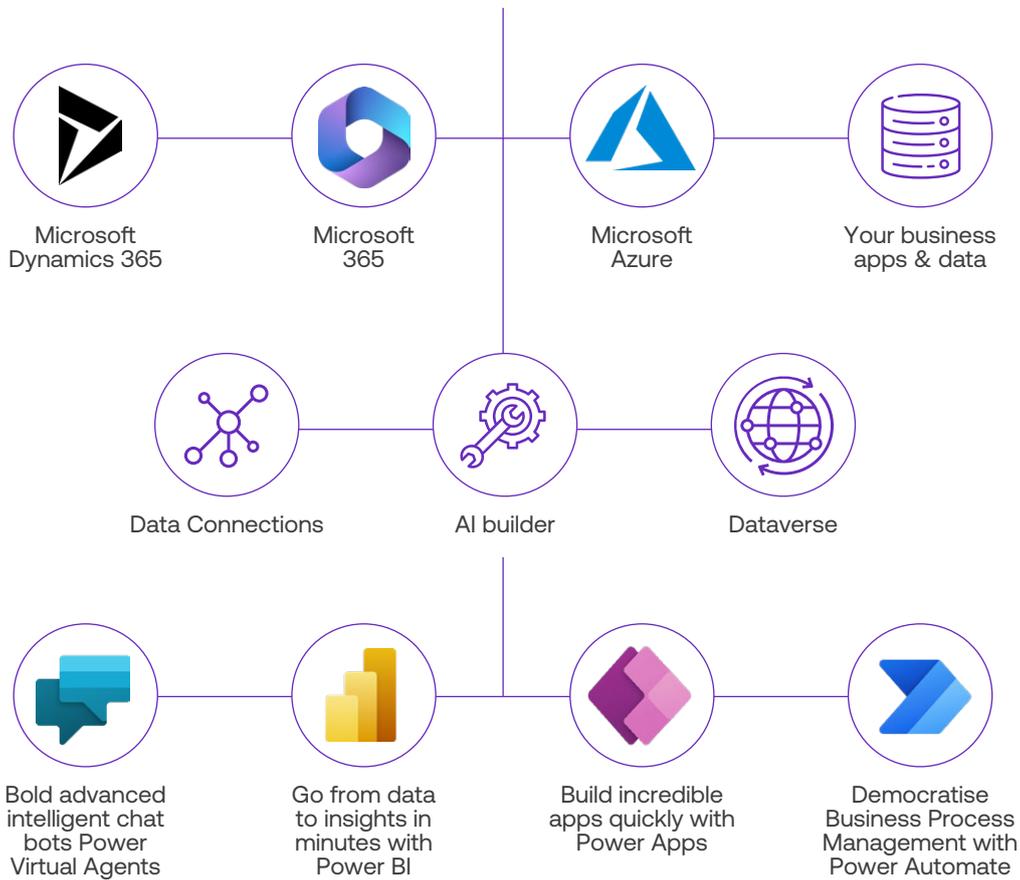
3 CX Connect: setting agents up for success with Dynamics 365

To make it easier for agents to manage Genesys data and interactions from one place – their Microsoft Dynamics user interface – CX Connect does the trick. Whether that’s updating their availability status, accepting and declining calls, or handling emails and other channels.

Importantly, agents always have the latest 360° view of customer conversations and don’t have to constantly jump between screens or repeatedly enter the same data. Other CX Connect time-saving features include single sign-on (between Genesys and Dynamics), screen-pops, and click-to-dial.

Increasingly, Kerv specialists are helping clients integrate Microsoft Teams with Genesys Cloud CX, so agents can see which subject matter experts are available to join a phone or video call. And we're connecting the Microsoft Power Platform to automate processes – lowering handling time, customer effort and cost-to-serve.

GENESYS Cloud™



4 CX Email: conquering message mountains

According to the Office for National Statistics, email conversations take 40 hours to conclude compared to less than 11 minutes with messaging interactions. Yet, many of our clients and their end customers still prefer communicating over email. They just wish it was easier to manage and more responsive.

That's where CX Email comes in. Designed to enhance the functionality of Genesys Cloud, it enables swift handling within the queue. Agents enjoy a 360 view of all emails by customer. Similarly, supervisors can search, locate and prioritise specific emails and make well-informed assignment decisions regarding individual or bulk actions.



Kerv Experience continues to innovate alongside our clients with more solutions coming in 2024. To learn more, please contact:

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