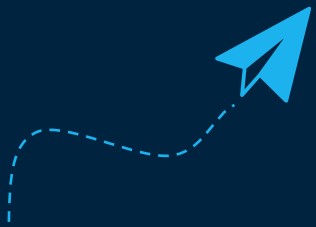# GENESYS™ | eccentex
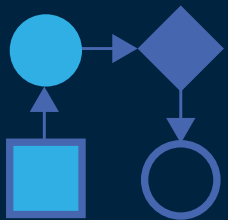
Advanced Email Handling

for Genesys

See us on AppFoundry

Platform

Eccentex ServiceJourney

Eccentex ServiceJourney is an **omnichannel customer service platform** that is deeply integrated with Genesys Cloud CX and Multicloud CX
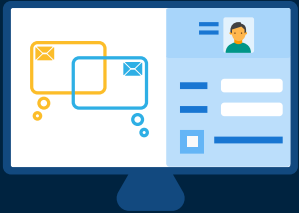
Service Desk **Operational CRM** **Advanced Email** **Knowledge Base**

Eccentex ServiceJourney's

Advanced Email

A complete **email handling solution** for Genesys Cloud and Multicloud that captures, triages, and automates large volumes of emails.

Unified Interface

Preview & Transfer

Supervisor Tools

Smart Routing

Challenges

Solution

Despite email being the preferred contact method for many customers, **responses usually take 24 to 72 hours**

Agents either spend a lot of time crafting personalized responses or simply provide generic answers that **force customers to more expensive channels**

Supervisors are overwhelmed **manually triaging, re-assigning and re-prioritizing**

Eccentex ServiceJourney provides advanced email capabilities that go beyond a simple ticketing or help desk system.

It enhances Genesys with advanced automation capabilities, content analysis, routing rules, SLAs, workflow and personalization.

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Capture every email
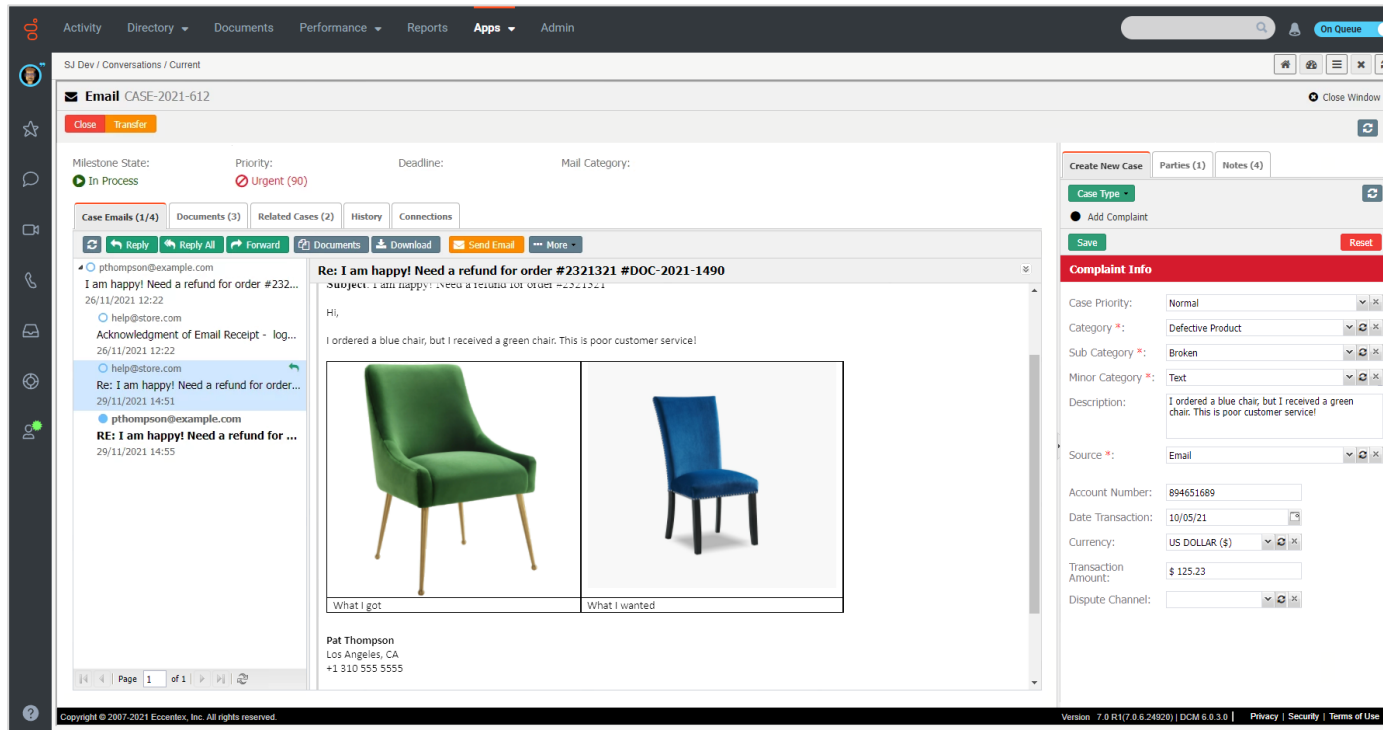
- **Multiple inboxes**
  Capture emails from all your customer-facing addresses (support@, help@, contact@, etc.) across every brand and language.

- **Blended workloads**
  Emails are treated like any other interaction that enables Genesys to balance agent workload across peak and non-peak periods.

- **Auto-responses**
  Send auto-acknowledgement and context-aware responses immediately upon receipt of an email.

- **Large volumes**
  Serve your entire customer base with a solution that supports millions of monthly emails and unlimited inbound and outbound email channels.

Automatically classify and route

- **Content analysis**
  Automatically prioritize and assign emails to the most suitable agents using advanced analysis of the source, body, subject and attachments.

- **Integration with core systems**
  Further automate routing by connecting with other systems, such as pulling the customer's loyalty level or validating an account number.

- **Auto-forward, auto-close, duplicate check**
  Configure "zero-touch rules" that determine when and how an email can be processed without an agent's involvement.

- **Language detection**
  Detect the language of incoming emails and assign them to the applicable queues or skill level.

Get work done fast

Back-and-forth email thread

Back-office tasks

Related cases

Previous communications

Customer 360

Accounts

Transactions

EMAIL *case*
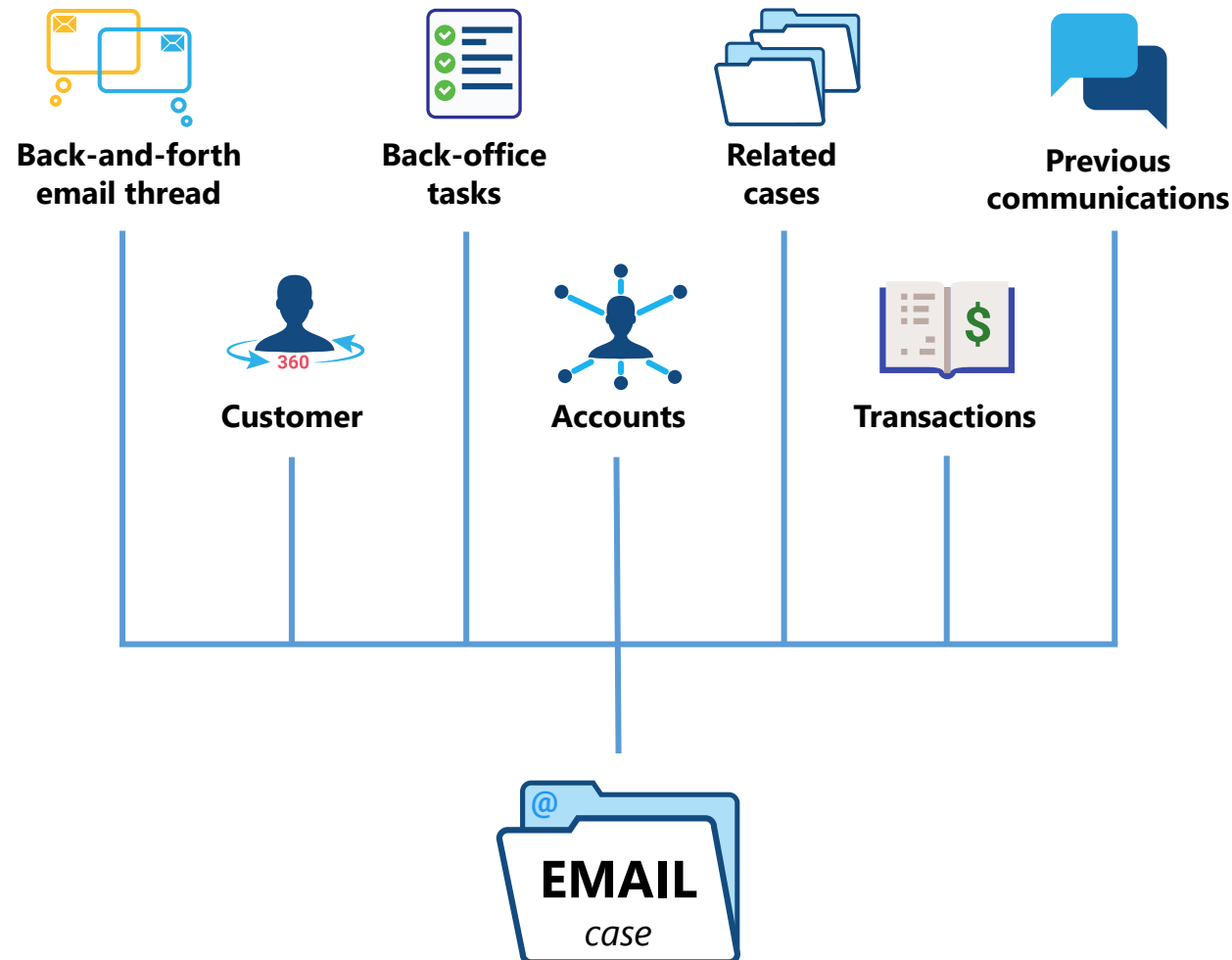
- **Unified agent desktop for email**
  Easy-to-use email view designed for agents to quickly understand the inquiry and respond.

- **Outlook-style threading**
  Browse the entire conversation in an Outlook style view with familiar functions like read/unread, replying, forwarding, attachments and composing.

- **Cherry picking**
  Agents and supervisors can search across all captured emails and manually take ownership or reassign them to another queue.

- **Email Parking**
  Allow agents to temporary stop working on an email to handle a higher priority interaction or schedule an email response at a later date.

- **Interaction automation**
  Auto-answer email interactions, automatically set wrap-up codes and disconnect from an interaction when agent responds.

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Manage your entire team
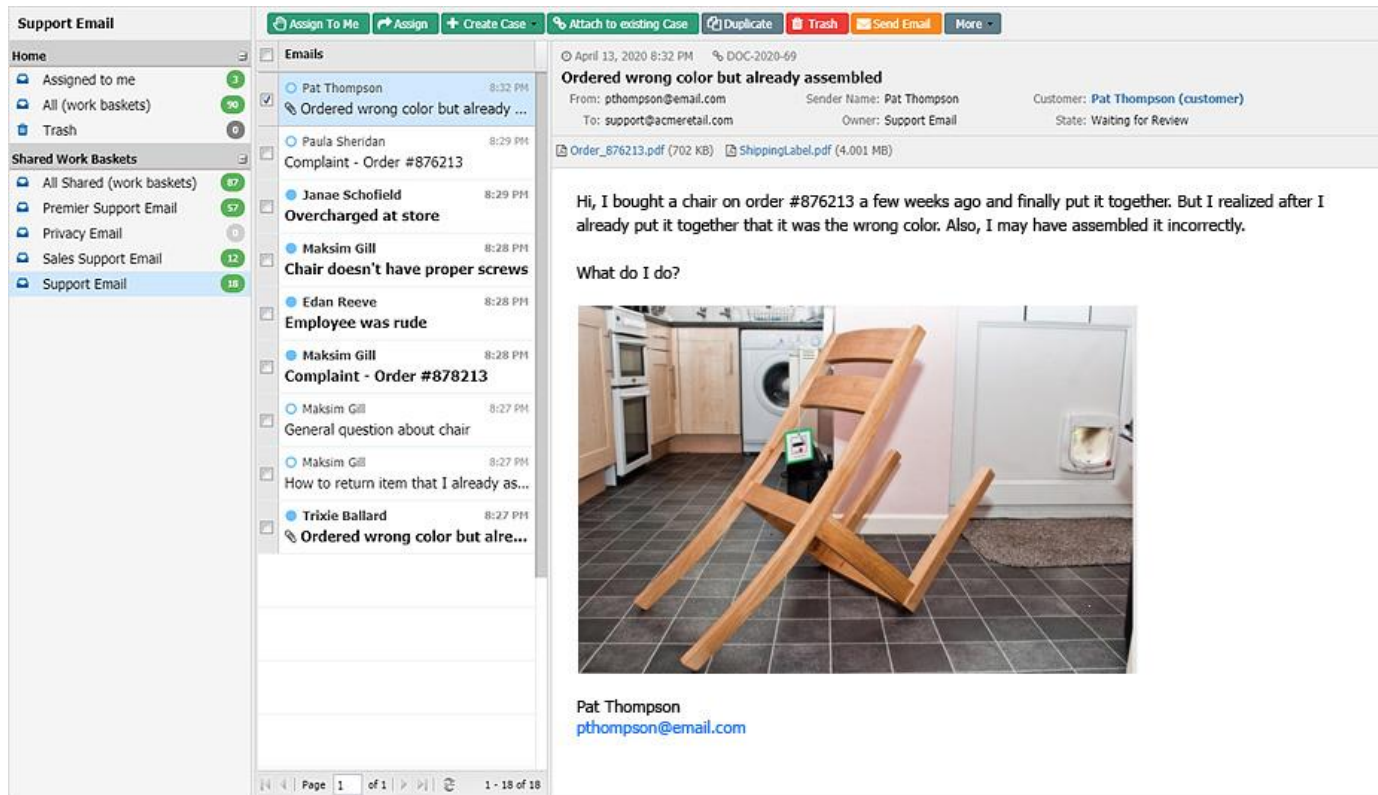
- **SLAs**
  Automatically set the right SLA policies to each incoming email and avoid breaches with re-prioritization and proactive notifications.

- **Email preview and re-routing**
  Manually review emails, assign them to agents, transfer to other queues or delete them.

- **Email grouping**
  Manually or automatically group related emails into a single interaction.

- **Push and pull work models**
  Configure the solutions to automatically push work to available agents or enable them to pick up tasks during when they are less busy.

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Personalize the conversation
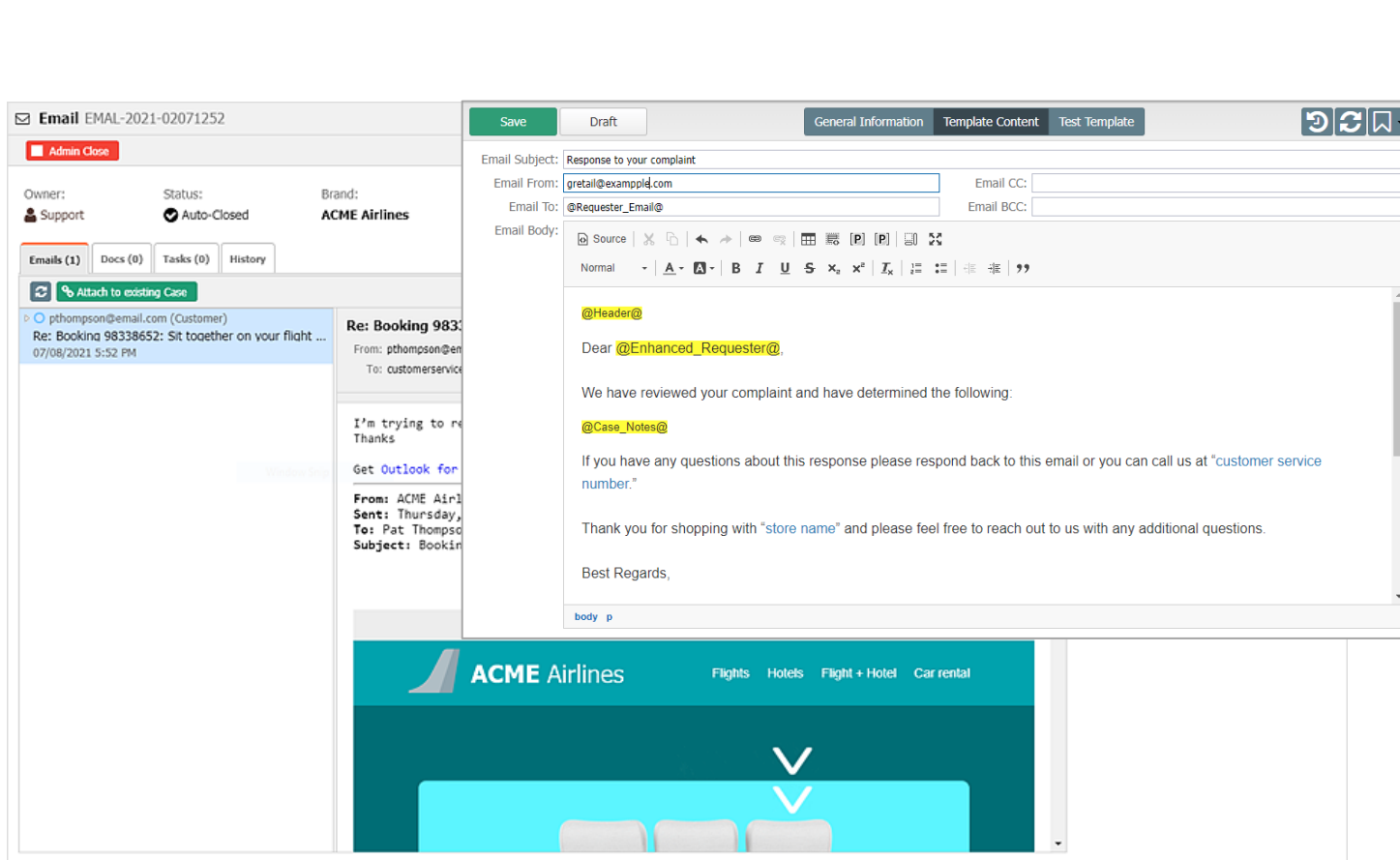
- **Response library**
  Respond with a few clicks using searchable canned responses, email templates and knowledge base articles.

- **Auto-suggest snippets**
  Analyze email content and suggest responses that are contextually relevant to the brand, loyalty level, region and previous interactions.

- **Customer-centric view**
  Enrich the email view with real-time customer information, case data, past interactions and productivity tools that auto-fill responses.

- **Channel switching**
  Continue the conversation on other channels while maintaining a common customer record with tools like click-to-call and SMS notifications.

Connect the customer profile

- **Contact management**
  Automatically creates a customer profile for every new email sender and provides agents tools to associate, merge and edit them.

- **360-degree view**
  Consolidate data from your core systems, interactions, and service requests into a single 360-degree view of the customer giving agents the tools to drive outcomes.

- **Outbound engagement**
  Initiate outbound interactions, schedule follow-ups and proactively send reminders.

Streamline the workflow
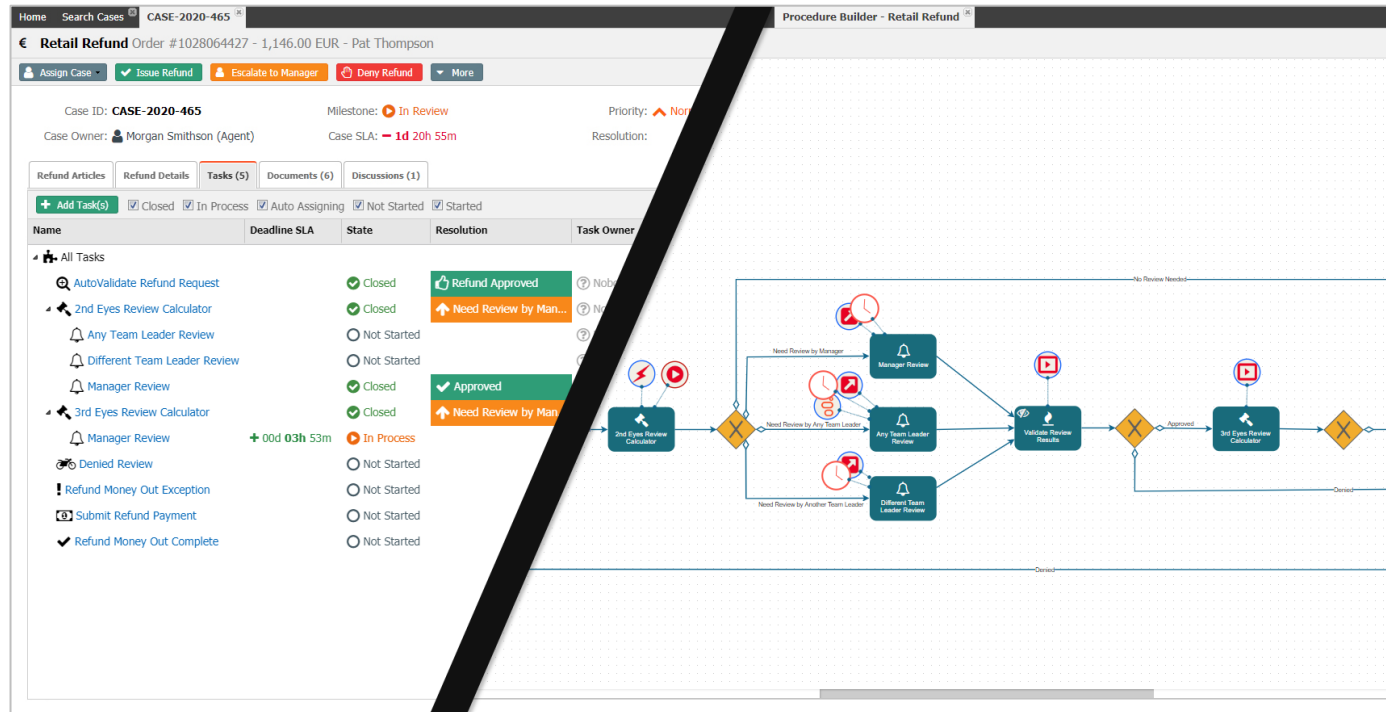
- **Email-to-Case**
  Convert emails to one or more service request cases that have enhanced automation, workflow, and task management capabilities.

- **Collaboration**
  Orchestrate multiple business processes — straight-through, human-assisted or dynamic case management — across the front and back office.

- **Response routing**
  Automate how completed email interactions are handled – from sending customer surveys to supervisor reviews.

- **Proactive engagement**
  Notify customers and employees automatically about the changes happening in their cases.

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Continuously innovate
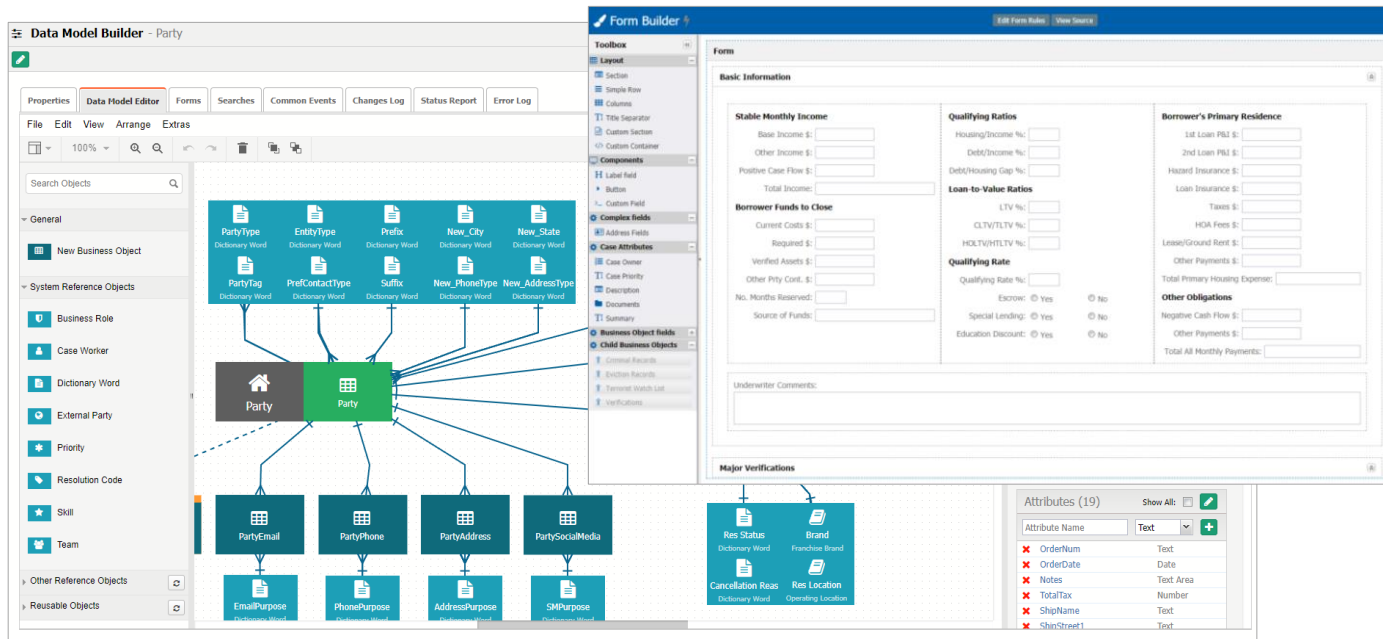
- **Workflow and automation**
  Automate key tasks and business logic with intuitive workflows that fit your exact business needs – even if they are complex.

- **Custom fields and data models**
  Core objects such as "Case", "Email", "Customer" and "Account" are easily extendable to accommodate custom forms, automated calculations, and external information.

- **Low-code**
  Deliver and iterate quickly, allowing both business and technical developers to build email workflows, user interfaces, and data models without code.

- **Integration**
  Pull and push data so agents can resolve customer issues in real time—without transferring or calling back customers, and without passing service request to the back office.

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Additional Technical Specifications

- **Supported email protocols**
  Connects to your corporate email systems (O365 GraphAPI, Exchange, IMAP or POP3) for sending and receiving

- **Supported Genesys products**
  ServiceJourney works for Genesys Cloud CX, Multicloud CX and PureConnect. ServiceJourney can also function as a stand-alone solution.

- **Hosting**
  For the fastest ROI, choose our Eccentex Cloud powered by Microsoft Azure. Private cloud and hybrid options are available.

- **Languages and Localization**
  Supports a global audience and worldwide workforce by supporting multiple languages, locales and cultures.

- **Genesys-specific capabilities**
  - Auto-answer
  - Transfer to another queue or agent
  - Cherry picking and self-assign
  - Auto and manual disconnect
  - Multi-level wrap-up code management
  - Click-to-Call
  - Unified Desktop Experience for Agents and Supervisors

- **Email handling capabilities**
  - Templates and snippets
  - Reply, Reply All and Forward
  - CC and BCC
  - View attachments and add attachments
  - Download email copy

- **Enterprise capabilities**
  - Case and task management
  - Business process management
  - Operational CRM
  - Form and data management

- **Auto-Classification Rules**
  - Content analysis with keyword search and Regular Expressions
  - Custom analysis with scripting
  - Language, brand, region, source
  - Duplicate detection
  - Related emails and grouping
  - Customer lookup
  - Previously

- **Advanced add-ons**
  - Natural language processing (NLP)
  - Sentiment analysis
  - Extract information from attached documents and pictures using advanced Full Text Search and Intelligent Optical Character Recognition (OCR & ICR)

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Learn more about ServiceJourney

Check out the product overview video
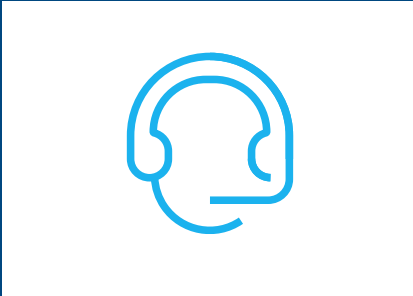
Read and share the product datasheet

Reach out to our dedicated Genesys Success Manager

Learn more about

Eccentex
ServiceJourney

Common Use-Cases

Customer Service
Inquiries
Complaints
Account issues
Technical support

Service Requests
Service setup
Missed service
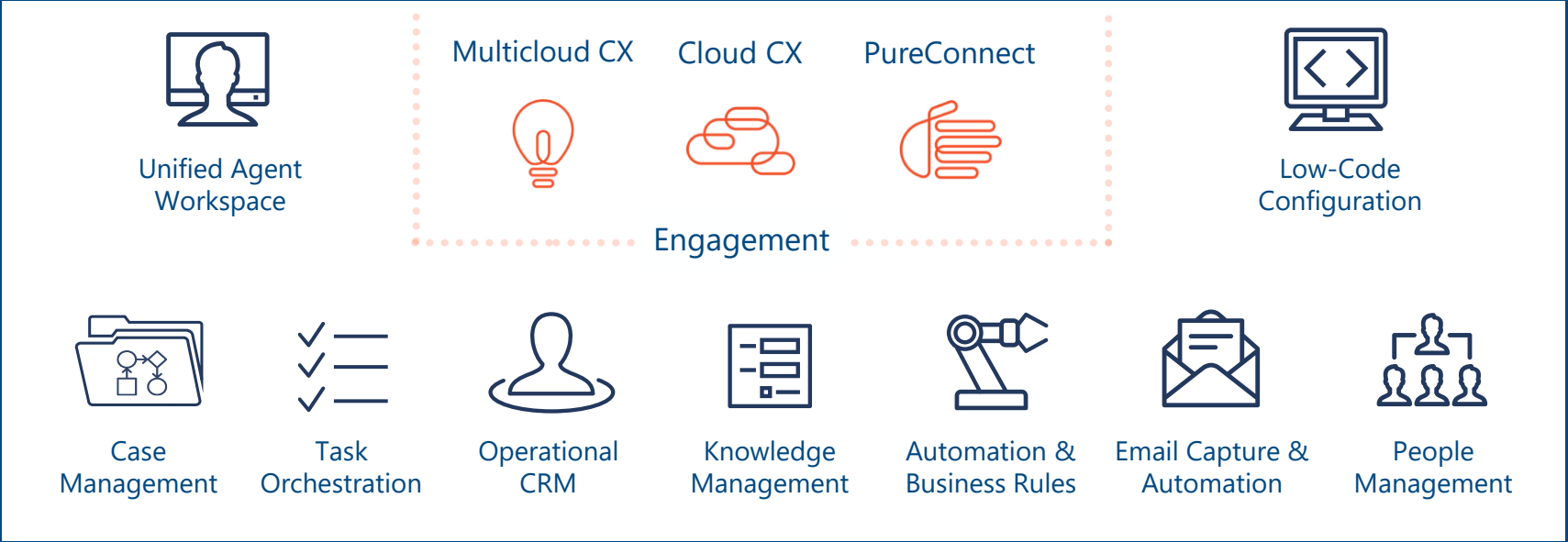Incident response
Field service management

Sales Desk
New leads
Lead follow-up
Outbound campaigns
Customer onboarding

Vertical
Telehealth
Asset repairs
Insurance claims
Fraud investigations

ServiceJourney Platform

Unified Agent Workspace

Multicloud CX

Cloud CX

PureConnect

Engagement

Low-Code Configuration

Case Management

Task Orchestration

Operational CRM

Knowledge Management

Automation & Business Rules

Email Capture & Automation

People Management

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