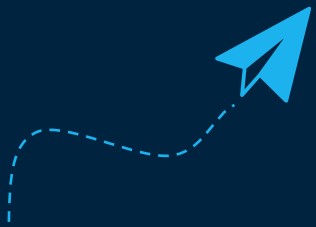




Advanced Email Handling for Genesys



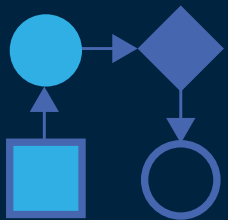
[See us on AppFoundry](#)



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



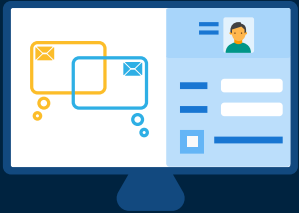
Advanced Email



Knowledge Base

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

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**

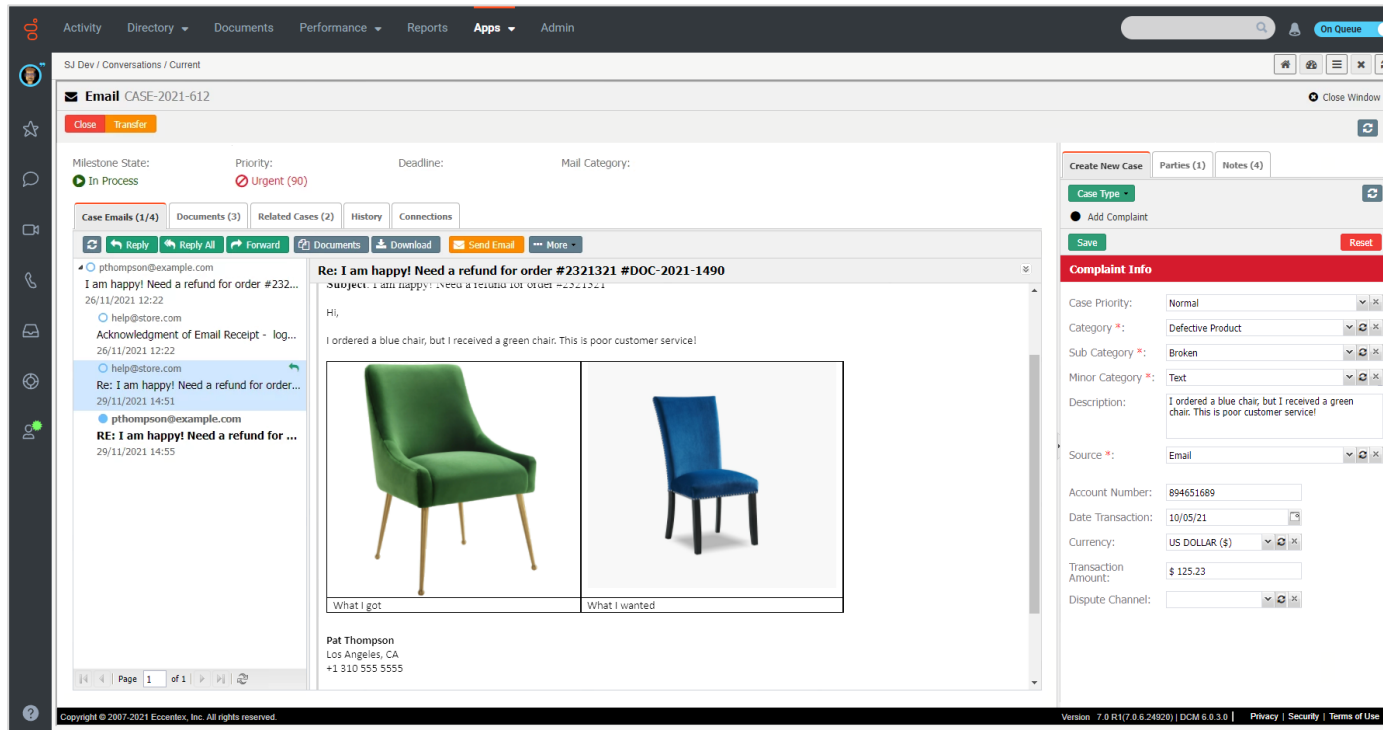


Solution

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.

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

● Modify Email Router Config

Save Cancel

Email Router Config info

Order: 10 Rule Name: Privileges Club Mentions Rule Description:

Active: ☒

Rule configuration

Rule Type: Subject Condition: CONTAINS Criteria: Privileges Club

Case Attribute Name:

What is the SLA when the rule is valid?

SLA Unit Type: SLA Units:

What to do if rule applies?

Reject Email: ☐ Skills: Distribution Queue: GRetail

Case Type Config: EMAIL DCM Team: Privileges Club Genesys Priority: 100

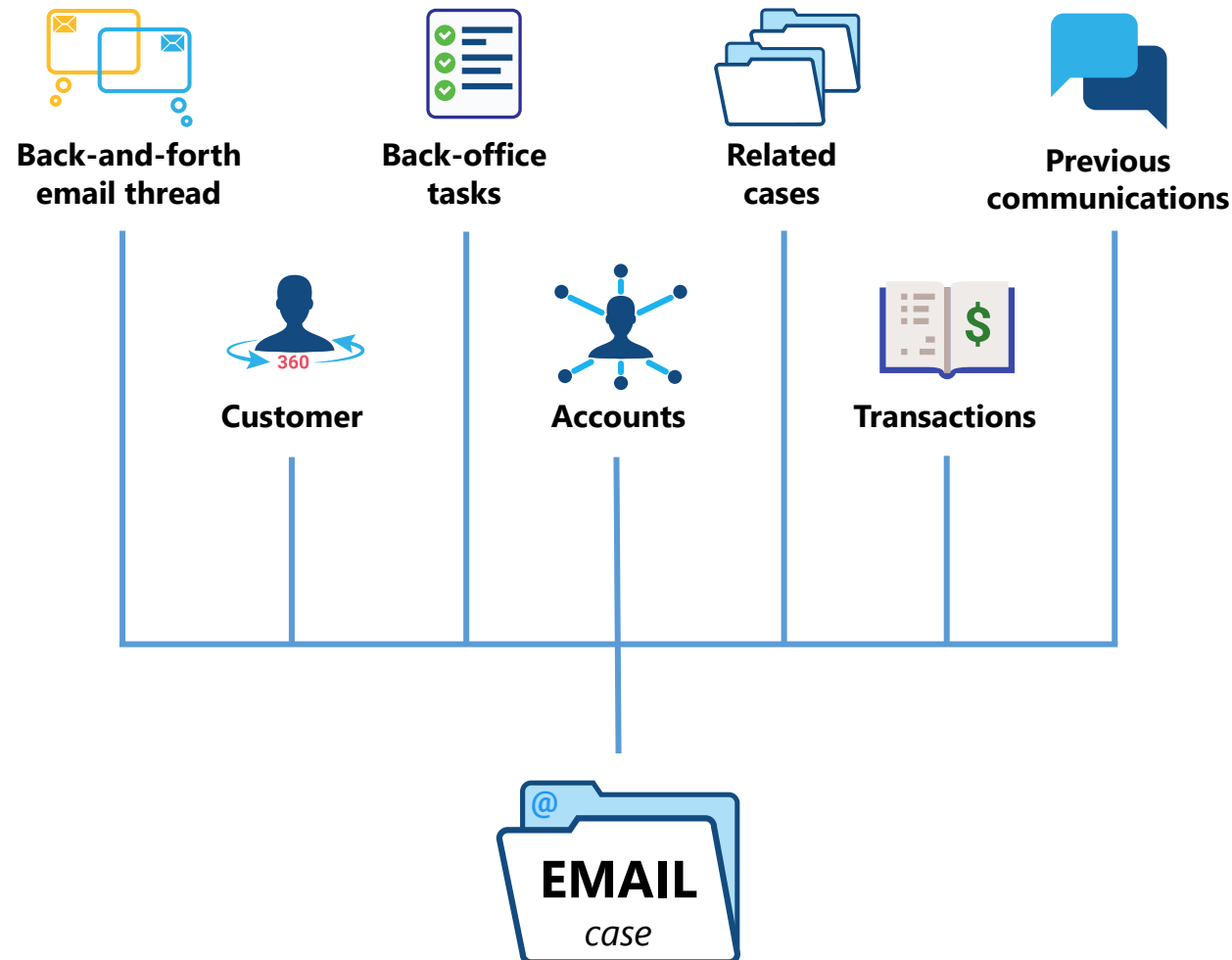
Party Type Config: Default Party Type Close after Create: ☐ DCM Priority: High

How and which reply to send?

Distribution Channel: ROOT_GRETAIL1 Auto Reply: Acknowledgement Reply Outbound Address: gretail@eccentexcloud.com

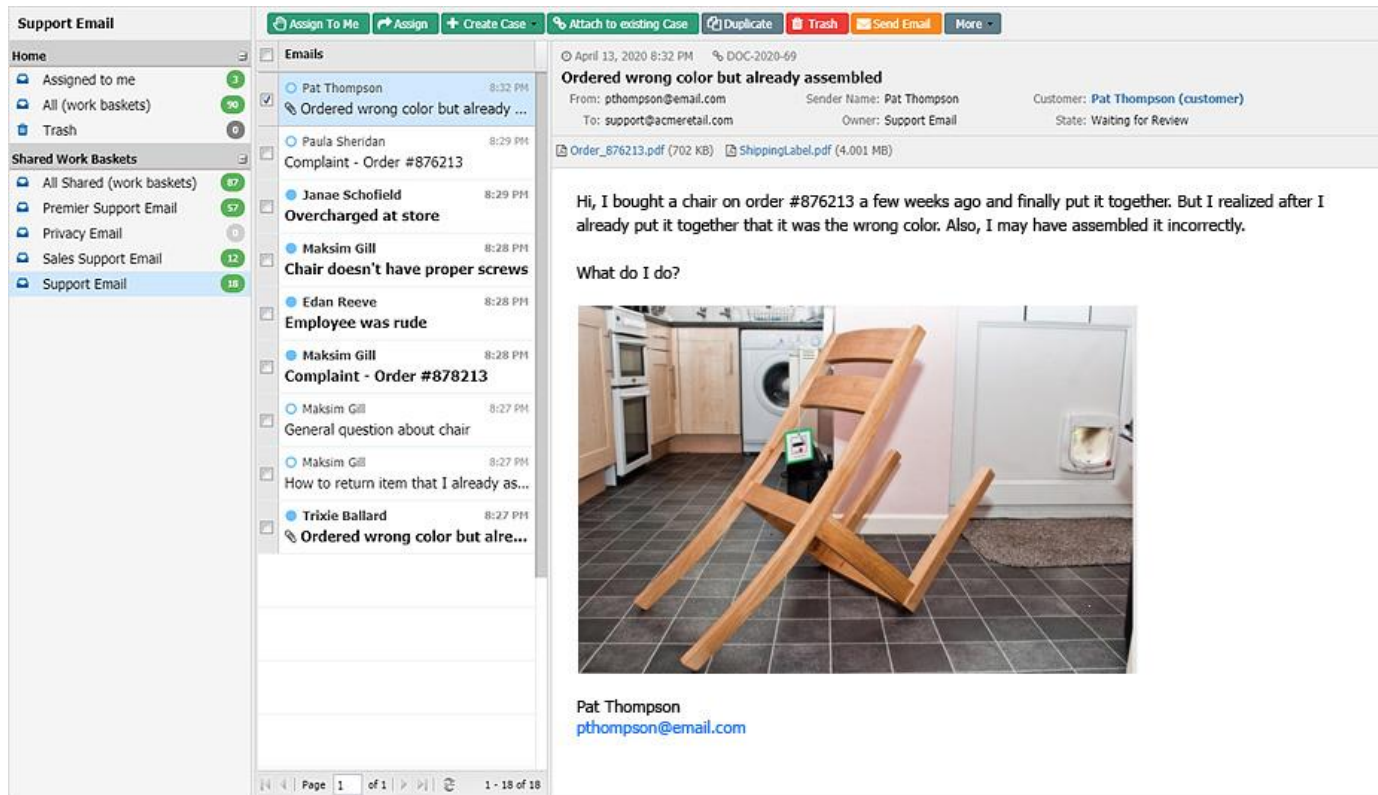
- **Content analysis**
Automatically prioritize and assign emails to the most suitable agents using advanced analysis of the source, body, subject and attachments.
- **Integration with core systems**
Further automate routing by connecting with other systems, such as pulling the customer's loyalty level 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



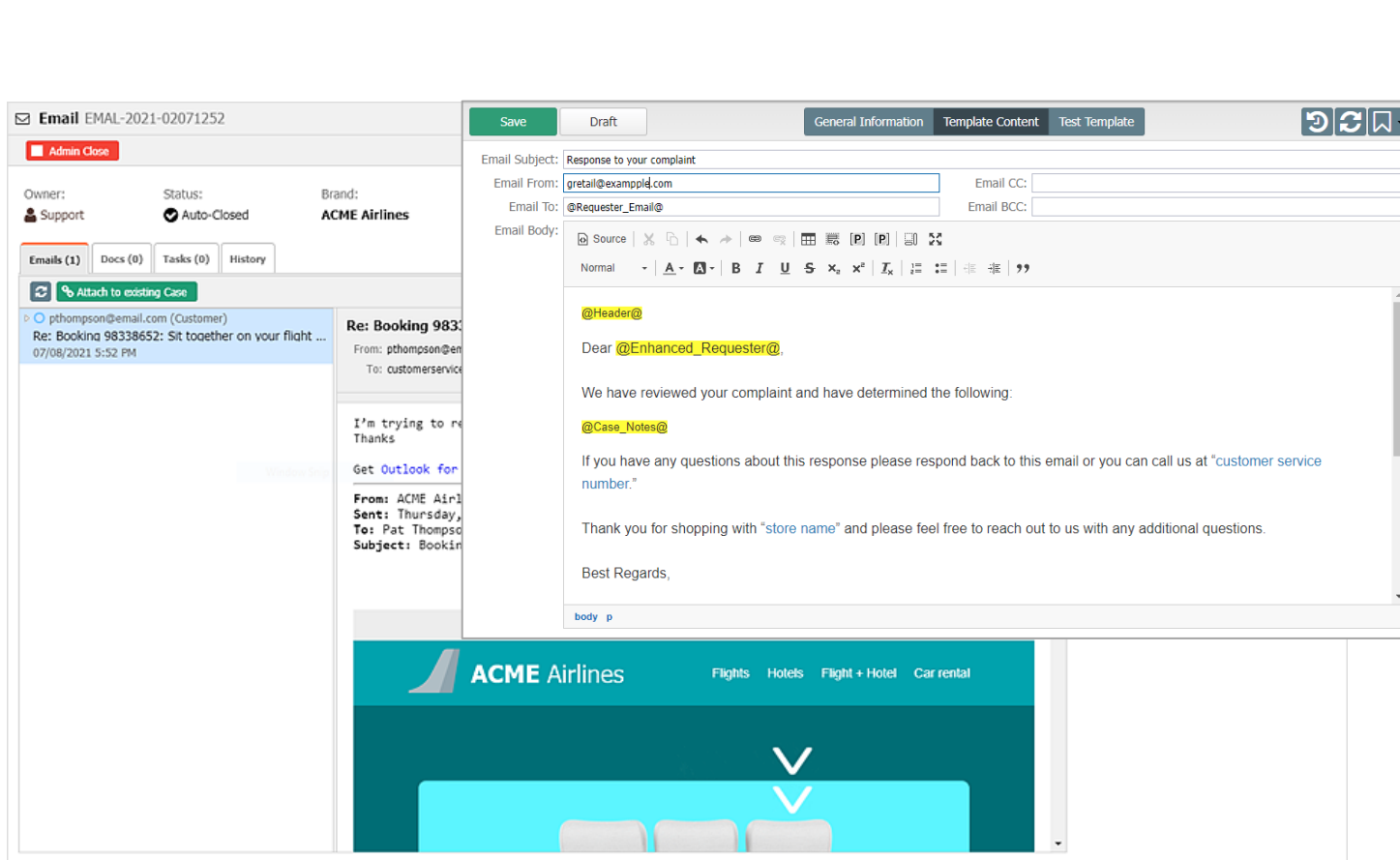
- **Unified agent desktop for email**
Easy-to-use email view designed for agents to quickly understand the inquiry and respond.
- **Outlook-style threading**
Browse the entire conversation in an Outlook style view with familiar functions like read/unread, replying, forwarding, attachments and composing.
- **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.

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.

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

The screenshot displays the eccentex CRM interface for a customer profile. The top navigation bar includes links for Activity, Directory, Documents, Performance, Reports, Apps, and Admin. The main header shows the user 'Tom Bradley' and the customer 'Henry Sherman'. Below this, there's a section for 'Account Type: Individual' with a 'Disconnect' button and a 'Search CRM' button. The customer's profile includes a photo, name, email, phone number, and a 'GOLD' status. Key metrics shown are 'Account #: 0435653361', 'Since: Nov 16, 2019 (2 years)', '\$1,870' in spend, and '12' transaction frequency. A sidebar on the left lists various tabs like Sales Orders, Restaurant Reservations, Customer Details, Cases, Related Parties, Emails, and Interactions. The main content area features a table of sales orders with columns for Order Date, Brand, Order #, Order Status, Delivery Status, Delivery Location, and Amount. The table lists several orders from American Eagle and Foot Locker. To the right of the table, there's a 'Free Shipping to UPS Access Point™ Over \$50' section with details on shipping policies and a 'Shipping Availability' section. The bottom of the interface shows a copyright notice for eccentex, Inc. and links for Privacy, Security, and Terms of Use.

Order Date	Brand	Order #	Order Status	Delivery Status	Delivery Location	Amount
Nov 25, 2021 in 2 days	American Eagle	Online RO-2021-980786	Processing	Processing	Ship to customer Pat Thompson 6101 W. Centinela Ave Apt 110 Culver City, CA 90230 USA	Subtotal \$42.12 Tax \$2.94 Shipping \$5.00 Total \$50.06
Nov 24, 2021 in 21 hours	American Eagle	In Store RO-2021-980786	Shipped	Out to delivery	Ship to customer Sheila Sherman 6101 W. Centinela Ave Apt 110 Culver City, CA 90230 USA	Subtotal \$68.23 Tax \$6.02 Shipping \$4.99 Total \$79.24
Aug 10, 2021 3 months ago	H&M	Online RO-2021-980786	Completed	Delivered	Ship to customer Todd Sherman 6101 W. Centinela Ave Apt 110 Culver City, CA 90230 USA	Subtotal \$122.21 Tax \$12.54 Shipping \$0.00 Total \$134.75
Aug 3, 2021 4 months ago	Foot Locker	Online RO-2021-980786	Refunded	Picked up in store	Picked up in store "DTLA Grand Park" location 217 N. Hill Street Los Angeles, CA 90012	Subtotal \$512.65 Tax \$46.92 Shipping \$0.00 Total \$559.57
Jul 7, 2021 5 months ago	Foot Locker	Phone RO-2021-980786	Cancelled	Cancelled	Ship to store "Outlets at Orange" location 20 City Drive West Space 309 Orange, CA 92668	Subtotal \$342.12 Tax \$29.54 Shipping \$12.99 Total \$384.65
Nov 21, 2021		Online	Completed	Delivered	Ship to customer Todd Sherman	Subtotal \$99.99 Tax \$0.00 Shipping \$0.00 Total \$99.99

- **Contact management**

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

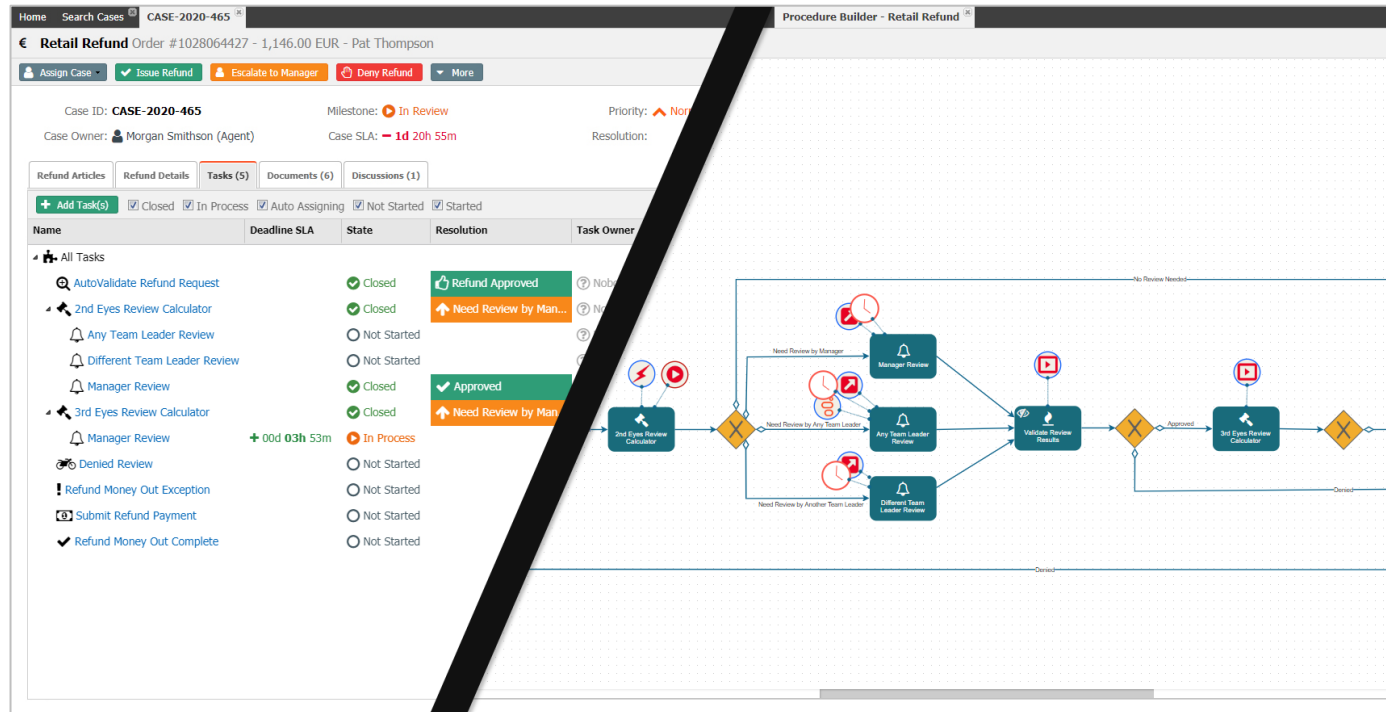
- **360-degree view**

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**

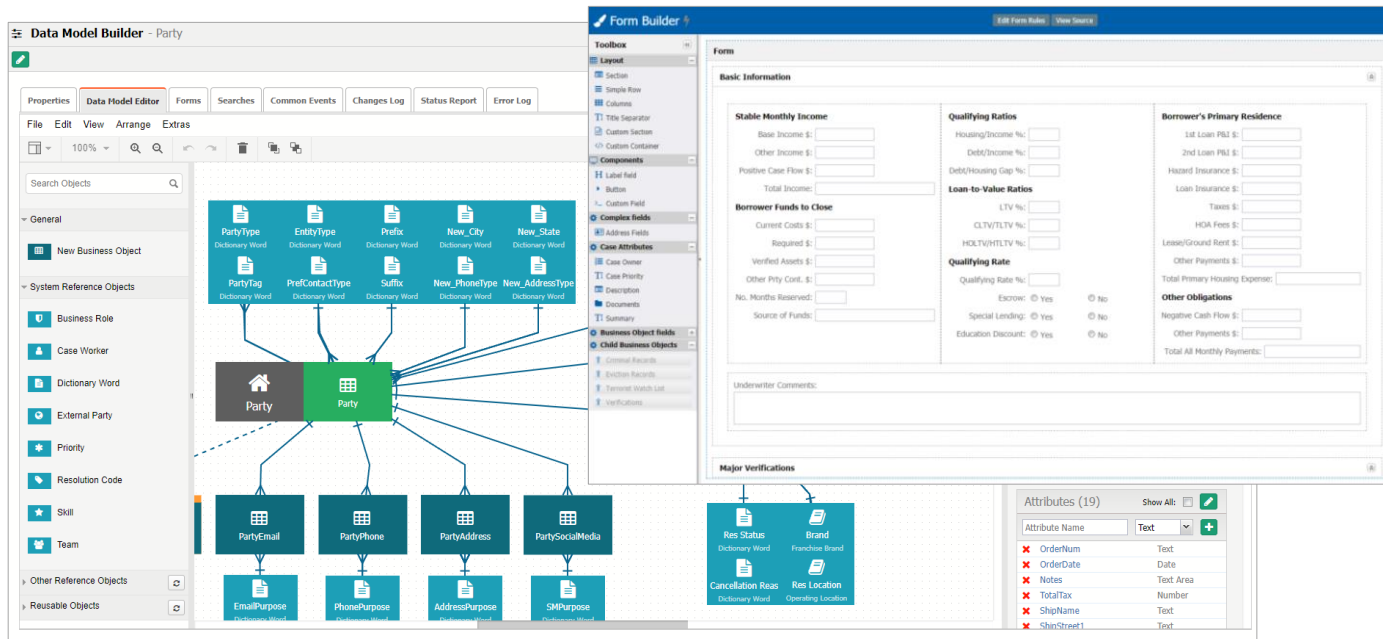
Initiate outbound interactions, schedule follow-ups and proactively send reminders.

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.

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.

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)

Learn more about ServiceJourney



Check out
the product
overview [video](#)



Read and share
the product
[datasheet](#)

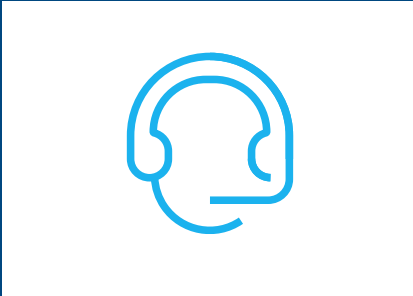


[Reach out](#) to our
dedicated Genesys
Success Manager

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

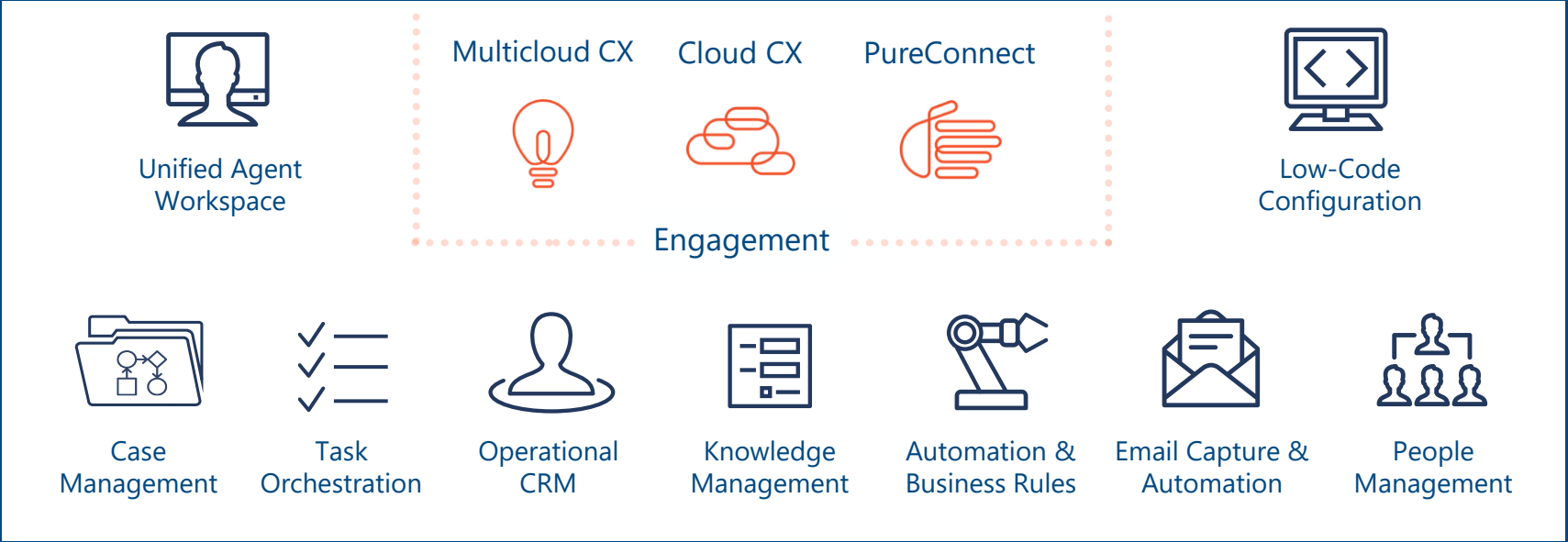
New leads
Lead follow-up
Outbound campaigns
Customer onboarding



Vertical

Telehealth
Asset repairs
Insurance claims
Fraud investigations

ServiceJourney
Platform



To learn more:
sharesales@eccentex.com

Visit us:
eccentex.com

AppFoundry :
[Click here](#)

