

Value of Genesys Solutions

Prepared for NTT Cloud Communications US, Inc.

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About Business Impact Benchmarks

These benchmarks are made up of learnings from past business cases Genesys has built for customers, with the ranges of benefits representing a median average of impact they have perceived as potential optimization for their operations, and maturity at the time. The impact calculators Genesys employs allows our customers to use these benchmarks as references, take their own data and reasoning, and estimate levels of optimization that are applicable to their operation. This allows Genesys to arrive at use case benefits that are logical, fully aligned to our customers' guidelines and considering their business needs in specific. Historically, this approach is what makes these benchmarks as close to reality as possible, but still, it requires our customers validation.



Business Value Projections

Following is the list of benefits you have selected with its projected annual value, and expected value at the end of 3 years.

\$5,161,659

Annual Value

\$-0

First Year Benefit

\$6,882,207

3-Year Value

\$5,829,972

3-Year NPV with 10% Hurdle Rate

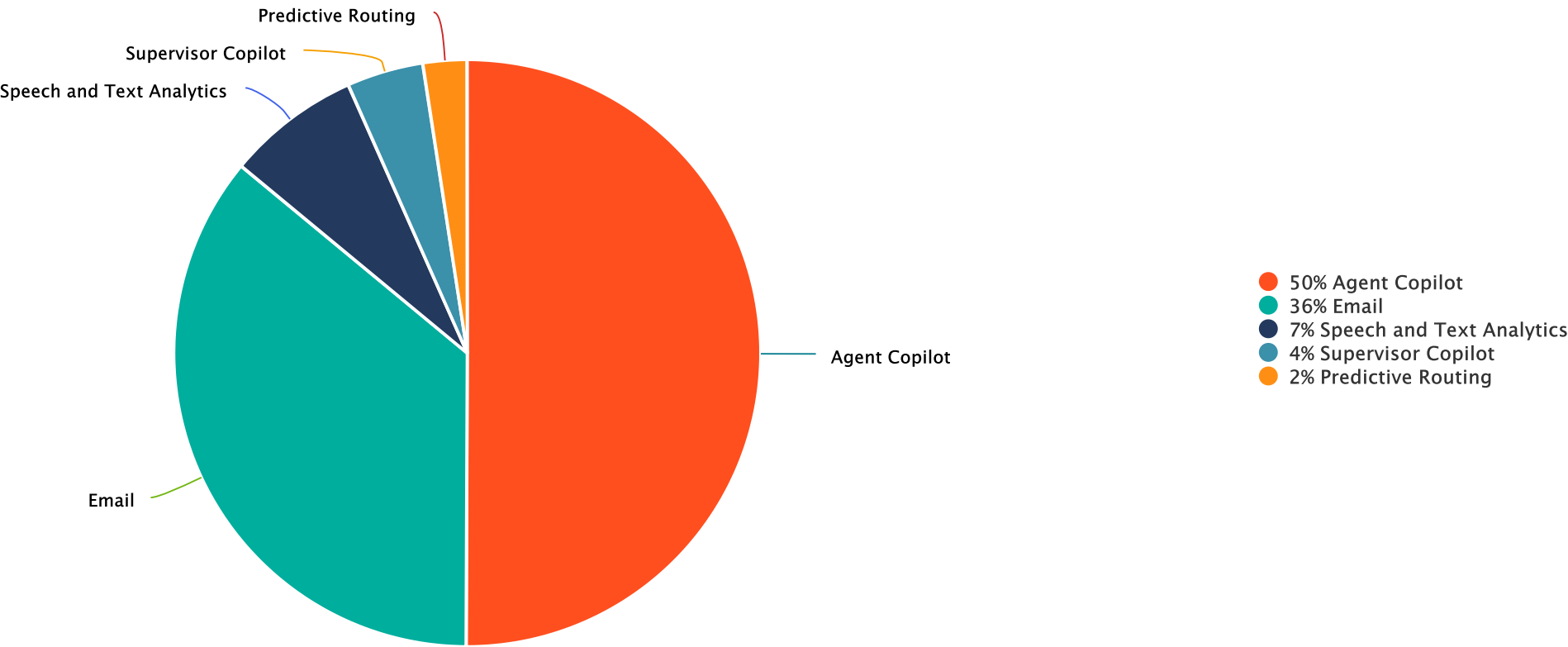
Benefit name		Year 1 value	After 3 years
Agent Copilot	Reduced Voice Handle Time with Real-time Knowledge Automation	\$0	\$621,574
	Reduced Digital Handle Time with Real-time Knowledge Automation	\$0	\$1,262,654
	Reduced Voice After Call Work with Auto-summarization	\$0	\$344,139
	Reduced Digital After Contact Work with Auto-summarization	\$0	\$1,217,559
Email	Reduced Email Interactions with Auto-Respond	\$0	\$1,487,435
	Reduced Email Handle Time with Auto-Suggest	\$0	\$985,790
Predictive Routing	Reduced Handle Time with Predictive Routing	\$0	\$166,493
	Increased Sales Conversion with Predictive Routing	\$0	\$73
Speech and Text Analytics	Reduced Handle Time	\$0	\$505,695
Supervisor Copilot	Reduced Supervisor Evaluation Effort with AI-Translate	\$0	\$85,000
	Reduced Quality Evaluation Time with AI-Summary and Insights	\$0	\$75,000
	Reduced Administration Costs with Supervisor Copilot	\$0	\$130,800
Totals		\$-0	\$6,882,207

Business Value Schedule

Benefit name		Annual	Year 1	Year 2	Year 3	Total
Agent Copilot	Reduced Voice Handle Time with Real-time Knowledge Automation	\$466,180	\$0	\$155,393	\$466,180	\$621,574
	Reduced Digital Handle Time with Real-time Knowledge Automation	\$946,990	\$0	\$315,663	\$946,990	\$1,262,654
	Reduced Voice After Call Work with Auto-summarization	\$258,104	\$0	\$86,035	\$258,104	\$344,139
	Reduced Digital After Contact Work with Auto-summarization	\$913,169	\$0	\$304,390	\$913,169	\$1,217,559
Email	Reduced Email Interactions with Auto-Respond	\$1,115,576	\$0	\$371,859	\$1,115,576	\$1,487,435
	Reduced Email Handle Time with Auto-Suggest	\$739,343	\$0	\$246,448	\$739,343	\$985,790
Predictive Routing	Reduced Handle Time with Predictive Routing	\$124,870	\$0	\$41,623	\$124,870	\$166,493
	Increased Sales Conversion with Predictive Routing	\$55	\$0	\$18	\$55	\$73
Speech and Text Analytics	Reduced Handle Time	\$379,271	\$0	\$126,424	\$379,271	\$505,695
Supervisor Copilot	Reduced Supervisor Evaluation Effort with AI-Translate	\$63,750	\$0	\$21,250	\$63,750	\$85,000
	Reduced Quality Evaluation Time with AI-Summary and Insights	\$56,250	\$0	\$18,750	\$56,250	\$75,000
	Reduced Administration Costs with Supervisor Copilot	\$98,100	\$0	\$32,700	\$98,100	\$130,800
Totals		\$5,161,659	\$-0	\$1,720,553	\$5,161,659	\$6,882,207

Benefit Value Distribution

The benefits represent an aggregation of the projected value that is distributed over the period.



Genesys CTM ROI - NA v.1.0 - Conservative

Analysis Inputs

Analysis Inputs

Customer Assumption Industry Default

Inbound Voice Contacts

Volume	Customer	Average monthly number of inbound calls before IVR	Anonymous 2025-09-12 21:21:42	110,262
		North America		
Self-Service	Default	Percentage of calls currently sent to IVR	2025-11-12 17:58:16	100.0%
	Customer	Percentage of calls going to the IVR that are completed in the IVR	2025-11-12 17:58:16	20.0%
		11.12.25 - Updated this from 0% to 20% per email from David MacNiven via Thea Rasmussen.		
Queue	Customer	Percentage of monthly calls abandoned before reaching an agent	Anonymous 2025-10-01 20:50:50	5.1%
Overall Sales	Customer	Current sales conversion rate on inbound sales calls	Anonymous 2025-10-01 20:51:09	5.00%
		Not available		
	Customer	Average revenue per closed sale over inbound voice contacts	Anonymous 2025-10-01 20:51:09	\$5
		Not available		
	Customer	Average contribution margin per closed sale over inbound voice contacts	Anonymous 2025-10-01 20:51:09	5.0%
		Not Available		
Handle Time	Customer	Average handle time in seconds for inbound calls	Anonymous 2025-09-16 15:50:38	627
	Default	Average after call work in seconds for inbound calls	2025-09-16 15:50:38	120
Agent Workforce	Default	Average weekly working hours per voice agent	2025-11-12 21:40:19	40
	Default	Total annual days off per voice agent (holidays, vacations, sick)	2025-11-12 21:40:19	26
	Customer	Inbound agent utilization rate	2025-11-12 21:40:19	80.0%
	Default	Annual fully burdened inbound voice agent cost	2025-11-12 21:40:19	\$70,000
Telephony	Customer	Average carrier cost per minute for inbound toll-free calls	Anonymous 2025-10-01 20:51:49	\$0.0140

Transformation Potential

	Percentage of agent voice interactions eligible for summarization	2025-10-01 20:51:58	90.0%
	Percentage of agent voice interactions eligible for knowledge surfacing	2025-10-01 20:51:58	80.0%
	Percentage of voice interactions that are sales related	2025-10-01 20:51:58	25.0%
	Percentage of voice interactions routed by predictive routing	2025-10-01 20:51:58	50.0%

Email Contacts

Volume		Average number of emails handled per month	Anonymous 2025-09-16 15:48:36	128,033
Automation		Percentage of email volume with potential of Auto-Suggest	2025-09-09 22:53:42	50.0%
		Percentage of email volume with potential of Auto-Respond	2025-09-09 22:53:42	50.0%
Handle Time		Average handle time in seconds for email interactions	Anonymous 2025-09-16 15:51:22	569
Agent Workforce		Average weekly working hours per email agent	2025-09-09 22:53:42	40
		Total annual days off per email agent (holidays, vacations, sick)	2025-09-09 22:53:42	26
		Email agent utilization rate	2025-09-09 22:53:42	80.0%
		Annual fully burdened email agent cost	2025-09-09 22:53:42	\$53,960

Digital Interactions

Volume		Average monthly volume of agent digital interactions	John Chun 2025-09-09 23:03:39	55,000
Handle Time		Average handle time in seconds for digital interactions	John Chun 2025-09-09 23:03:39	480
		Average after contact work in seconds for digital interactions	John Chun 2025-09-09 23:03:39	180

Agent Workforce

	Hours in a work week of digital agents	John Chun 2025-10-01 20:49:12	40
	Total annual days off per digital agent (holidays, vacations, sick)	John Chun 2025-10-01 20:49:12	26
	Percent of time available to handle digital as opposed to other interactions	John Chun 2025-10-01 20:49:12	100%
	Digital agent utilization rate	Anonymous 2025-10-01 20:49:12	15.0%
	Annual fully burdened digital agent cost	John Chun 2025-10-01 20:49:12	\$53,960

Transformation Potential

	Percentage of digital interactions eligible for Agent Copilot automation	John Chun 2025-10-08 13:35:15	80%
	Percentage of agent digital interactions eligible for improvement	John Chun 2025-09-09 23:03:39	80%

Quality Management

QM Workforce

	Number of personnel currently working on quality assurance activities	John Chun 2025-09-09 22:58:31	5
	Number of supervisors currently working on multilingual activities	John Chun 2025-09-09 22:58:31	10
	Current personnel working on QM administrative activities	John Chun 2025-09-09 22:58:31	8
	Average weekly working hours per QA personnel	John Chun 2025-09-09 22:58:31	40
	Total annual days off per QA personnel (holidays, vacations, sick)	John Chun 2025-09-09 22:58:31	26
	Percentage of time spent on QA activity	John Chun 2025-09-09 22:58:31	50.0%
	Average weekly working hours per multilingual supervisor personnel	John Chun 2025-09-09 22:58:31	40
	Total annual days off per multilingual supervisor (holidays, vacations, sick)	John Chun 2025-09-09 22:58:31	26
	Percentage of time spent by supervisors on multilingual activities	John Chun 2025-09-09 22:58:31	50%
	Percentage of time working on quality evaluations	John Chun 2025-09-09 22:58:31	40.0%
	Annual fully burdened QA personnel cost	John Chun 2025-09-09 22:58:31	\$75,000
	Annual fully burdened multilingual supervisor cost	John Chun 2025-09-09 22:58:31	\$75,000
	Annual fully burdened quality management personnel cost	John Chun 2025-09-09 22:58:31	\$75,000

Transformation Potential

	Percentage of voice interactions that already benefits from speech analytics	John Chun 2025-11-12 18:01:47	15.0%
	11.12.25 - Updated this from 0% to 20% per email from David MacNiven via Thea Rasmussen.		
	Percentage of voice interactions that could be impacted through speech analytics	John Chun 2025-11-12 18:01:47	80.0%

Genesys CTM ROI - NA v.1.0 - Conservative

Calculations Appendix

Agent Copilot

Reduced Voice Handle Time with Real-time Knowledge Automation

Reducing handle time demonstrates the operational efficiencies required to provide better customer service. Analyzing cost per interaction and savings reveals clear operational and financial benefits.

Genesys Copilot provides agents with knowledge exactly when needed, reducing their workload and eliminating the need for extensive research, saving time, accelerating interactions, and decreasing average handling time (AHT).

Benchmark		
7.0%	10.0%	15.0%
Conservative	Likely	Optimistic

Inputs

Average monthly number of inbound calls before IVR	110,262
Percentage of calls currently sent to IVR	100.0%
Percentage of calls going to the IVR that are completed in the IVR	20.0%
Percentage of monthly calls abandoned before reaching an agent	5.1%
Average handle time in seconds for inbound calls	627
Inbound agent utilization rate	80.0%
Annual fully burdened inbound voice agent cost	\$70,000
Average carrier cost per minute for inbound toll-free calls	\$0.0140
Percentage of agent voice interactions eligible for knowledge surfacing	80.0%

Reconciliations

Number of interactions going to the IVR	110,262
Number of interactions completed by the IVR	22,052
Number of interactions queued to agents	88,210
Number of abandoned interactions	4,499
Number of inbound voice interactions handled by agents	83,711
Number of available hours excl. workdays off in a year	1,498
Fully loaded cost of an inbound agent (per second)	\$0.0130
Average cost for labor + telephony cost (per second)	\$0.0132
Total annual demanded hours to handle interactions	174,956
Number of agents required to support current interactions	116.8

Projected Transformation

Reduction of handle time with Knowledge Surfacing	7.0%
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Impacts

Estimated time saved in seconds with Agent Copilot per month	2,939,257
Total cost associated with time saved by Agent Copilot	\$38,848
Estimated reduction of seconds saved per eligible interaction	44
Estimated volume impacted with Agent Copilot per month	66,969
Normalized average handle time in seconds, across all voice interactions	592
Improved average handle time of eligible interactions, in seconds	583
Total amount of hours saved per year	9,798
Improved number of agents required to support interactions	110.3

Output

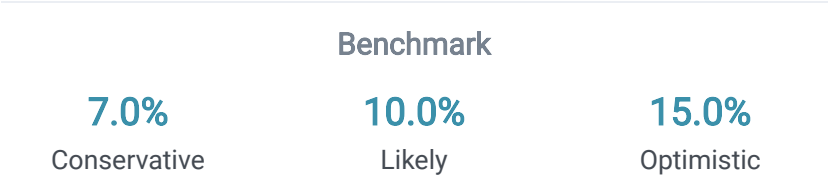
Annual Value	\$466,180
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Agent Copilot

Reduced Digital Handle Time with Real-time Knowledge Automation

Reducing handle time demonstrates the operational efficiencies required to provide better customer service. Analyzing cost per interaction and savings reveals clear operational and financial benefits.

Genesys Copilot automates knowledge delivery to agents during crucial moments, requiring minimal effort. This automation removes the need for research and saves time, leading to quicker interactions and reduced average handling time (AHT).



Inputs

Average monthly volume of agent digital interactions	55,000
Average handle time in seconds for digital interactions	480
Hours in a work week of digital agents	40
Total annual days off per digital agent (holidays, vacations, sick)	26
Percent of time available to handle digital as opposed to other interactions	100%
Digital agent utilization rate	15.0%
Annual fully burdened digital agent cost	\$53,960
Percentage of digital interactions eligible for Agent Copilot automation	80%

Reconciliations

Average monthly volume of agent digital interactions	55,000
Number of available hours off (annually)	208
Number of available hours excl. workdays off in a year	281
Potential agent digital interactions to impact	44,000
Fully loaded cost of an digital agent (per second)	\$0.0534
Total annual demanded hours to handle interactions	88,000
Number of agents required to support current interactions	313.4

Projected Transformation

Reduction of digital handle time with Knowledge Surfacing	7.0%
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Impacts

Estimated reduction of seconds saved per eligible interaction	34
Cost associated with time saved per interaction	\$1.79
Estimated volume impacted with Agent Copilot per month	44,000
Improved average handle time of eligible interactions, in seconds	446
Normalized average handle time in seconds, across all digital interactions	453
Total amount of hours saved per year	4,928
Improved number of agents required to support interactions	295.8

Output

Annual Value	\$946,990
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Agent Copilot

Reduced Voice After Call Work with Auto-summarization

AI-driven tools automatically create summaries of interactions, helping agents avoid time-consuming note-taking and paperwork. This enables them to address customer problems efficiently, enhancing productivity and service quality. After-call work is typically counted as part of handle time.

Creating interaction summaries can be tedious and prone to errors. Genesys Copilot streamlines this process, ensuring that every detail is accurately recorded and enabling agents to customize reports to their specific needs.

Benchmark		
18.0%	25.0%	32.0%
Conservative	Likely	Optimistic

Inputs

Average monthly number of inbound calls before IVR	110,262
Percentage of calls currently sent to IVR	100.0%
Percentage of calls going to the IVR that are completed in the IVR	20.0%
Percentage of monthly calls abandoned before reaching an agent	5.1%
Average after call work in seconds for inbound calls	120
Average weekly working hours per voice agent	40
Total annual days off per voice agent (holidays, vacations, sick)	26
Inbound agent utilization rate	80.0%
Annual fully burdened inbound voice agent cost	\$70,000
Average carrier cost per minute for inbound toll-free calls	\$0.0140
Percentage of agent voice interactions eligible for summarization	90.0%

Reconciliations

Number of interactions going to the IVR	110,262
Number of interactions completed by the IVR	22,052
Number of interactions queued to agents	88,210
Number of abandoned interactions	4,499
Number of inbound voice interactions handled by agents	83,711
Number of available hours off (annually)	208
Number of available hours excl. workdays off in a year	1,498
Fully loaded cost of an inbound agent (per second)	\$0.0132
Total annual after call work hours demanded	33,484
Number of agents required to support current interactions	22

Projected Transformation

Reduction of after call work time during voice interactions	18.0%
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Impacts

Estimated after call work time in seconds saved	22
Total cost of time saved by auto-summarization	\$0.2855
Total impacted interactions by Agent Copilot	75,340
Improved after call work of eligible interactions, in seconds	98
Total amount of hours saved per year	5,424
Normalized after call work time in seconds, across all voice interactions	101
Improved number of agents required to support interactions	19

Output

Annual Value	\$258,104
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Agent Copilot

Reduced Digital After Contact Work with Auto-summarization

AI-driven tools automatically generate summaries of interactions, enabling agents to avoid time-consuming note-taking and paperwork. This allows them to address customer issues efficiently, thereby enhancing productivity and service quality. The After Contact Work is included in the handle time.

Creating interaction summaries can be tedious and prone to errors. Genesys Copilot streamlines this process, ensuring that every detail is accurately recorded and enabling agents to customize reports to their specific needs.

Benchmark		
18.0%	25.0%	32.0%
Conservative	Likely	Optimistic

Inputs

Average monthly volume of agent digital interactions	55,000
Average after contact work in seconds for digital interactions	180
Hours in a work week of digital agents	40
Total annual days off per digital agent (holidays, vacations, sick)	26
Percent of time available to handle digital as opposed to other interactions	100%
Digital agent utilization rate	15.0%
Annual fully burdened digital agent cost	\$53,960
Percentage of agent digital interactions eligible for improvement	80%

Reconciliations

Number of available hours off (annually)	208
Number of available hours excl. workdays off in a year	281
Fully loaded cost of a digital agent (per second)	\$0.0534
Total annual after contact work hours demanded	33,000
Number of agents required to support current interactions	117.5

Projected Transformation

Reduction of after contact work time during digital interactions	18.0%
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Impacts

Estimated after contact work time in seconds saved	32
Total cost of time saved by auto-summarization	\$1.7295
Total impacted interactions by Agent Copilot	44,000
Improved after contact work of eligible interactions, in seconds	148
Total amount of hours saved per year	4,752
Normalized after contact work time in seconds, across all digital interactions	154
Improved number of agents required to support interactions	100.6

Output

Annual Value	\$913,169
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Email

Reduced Email Interactions with Auto-Respond

Slow email response times and inconsistent replies can frustrate customers and delay issue resolution. Autoresponder technology enhances communications by providing instant acknowledgments and relevant information, thus improving efficiency and ensuring a consistent and satisfying customer experience.

Genesys Email streamlines email management and boosts efficiency, accuracy, and customer satisfaction through AI automation, intelligent routing, and omnichannel integration. Auto-suggestions, canned responses, and intelligent categorization enable agents to craft accurate replies quickly, enhancing speed and quality.

Benchmark		
25.5%	30.0%	34.5%
Conservative	Likely	Optimistic

Inputs

Average number of emails handled per month	128,033
Percentage of email volume with potential of Auto-Respond	50.0%
Average handle time in seconds for email interactions	569
Average weekly working hours per email agent	40
Total annual days off per email agent (holidays, vacations, sick)	26
Email agent utilization rate	80.0%
Annual fully burdened email agent cost	\$53,960

Reconciliations

Number of emails with potential for auto-respond	64,016
Number of available hours off (annually)	208
Number of available hours excl. workdays off in a year	1,498
Fully loaded cost of an email agent (per second)	\$0.0100
Cost per email handled	\$5.69
Cost of handling emails with potential for auto-respond	\$364,567
Total annual demanded hours to handle interactions	242,836
Number of agents required to support current interactions	162.2

Projected Transformation

Percentage of effectiveness of auto-respond	25.5%
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Impacts

Estimated number of emails contained with auto-respond	16,324
Monthly time reduction from Auto-Respond in hours	2,580.1
Cost per email handled	\$5.69
Improved percentage of email volume with potential of Auto-Respond	37.2%
Total amount of hours saved per year	30,962
Improved number of agents required to support interactions	141.5

Output

Annual Value	\$1,115,576
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Email

Reduced Email Handle Time with Auto-Suggest

Long email response times decrease agent productivity and frustrate customers. Auto-suggest technology provides agents with AI-generated response suggestions, relevant templates, and real-time solution recommendations, accelerating email management and allowing agents to respond more quickly, maintain consistency, improve overall efficiency, and enhance customer experience.

Genesys Email boosts efficiency, accuracy, and customer satisfaction with AI automation, intelligent routing, and omnichannel integration. It streamlines email management. Auto-suggestions, canned responses, and intelligent categorization enable agents to craft accurate replies quickly, enhancing speed and quality.

Benchmark		
16.9%	20.0%	23.2%
Conservative	Likely	Optimistic

Inputs

Average number of emails handled per month	128,033
Percentage of email volume with potential of Auto-Suggest	50.0%
Average handle time in seconds for email interactions	569
Average weekly working hours per email agent	40
Total annual days off per email agent (holidays, vacations, sick)	26
Email agent utilization rate	80.0%
Annual fully burdened email agent cost	\$53,960

Reconciliations

Number of emails with potential for Auto-Suggest	64,016
Number of available hours off (annually)	208
Number of available hours excl. workdays off in a year	1,498
Fully loaded cost of an email agent (per second)	\$0.0100
Cost per email handled	\$5.69
Cost of handling emails with potential for auto-suggest	\$364,567
Total amount of seconds related to emails without autosuggest	36,425,388
Total annual demanded hours to handle interactions	242,836
Number of agents required to support current interactions	162.2

Projected Transformation

Reduction of average handle time through auto-suggest	16.9%
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Impacts

Estimated reduction in handle time per email from Auto-Suggest (in seconds)	96.16
Estimated monthly reduction in handle time from Auto-Suggest (in hours)	1,709.97
Number of emails with potential for Auto-Suggest	64,016
Estimated cost reduction in handle time per email from Auto-Suggest	\$0.96
Total amount of seconds related to emails with autosuggest	30,269,498
Improved average handle time in seconds	521
Total amount of hours saved per year	20,520

Output

Annual Value	\$739,343
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Predictive Routing

Reduced Handle Time with Predictive Routing

Inefficient call routing can lead to longer handle times as agents spend extra time gathering context and transferring interactions. Using AI to connect customers with the best agents based on real-time data and historical performance could reduce time, resulting in faster resolutions, increased efficiency, and an improved overall customer experience.

Predictive Routing connects operational and business goals by optimizing customer service resources to increase revenue. It reduces average handle time (AHT) to cut costs, boost ROI, and lower churn.

Benchmark		
3.0%	5.0%	7.0%
Conservative	Likely	Optimistic

Inputs

Average monthly number of inbound calls before IVR	110,262
Percentage of calls currently sent to IVR	100.0%
Percentage of calls going to the IVR that are completed in the IVR	20.0%
Percentage of monthly calls abandoned before reaching an agent	5.1%
Average handle time in seconds for inbound calls	627
Inbound agent utilization rate	80.0%
Annual fully burdened inbound voice agent cost	\$70,000
Average carrier cost per minute for inbound toll-free calls	\$0.0140
Percentage of voice interactions routed by predictive routing	50.0%

Reconciliations

Number of voice interactions going to the IVR	110,262
Number of interactions completed by the IVR	22,052
Number of interactions queued to agents	88,210
Number of abandoned interactions	4,499
Number of inbound voice interactions handled by agents	83,711
Number of interactions eligible to benefit from Predictive Routing	41,855
Number of available hours excl. workdays off in a year	1,498
Fully loaded cost of an inbound agent (per second)	\$0.0130
Average cost for labor + telephony cost (per second)	\$0.0132
Total annual demanded hours to handle interactions	174,956
Number of agents required to support current interactions	116.8

Projected Transformation

Amount of time saved per call due to predictive routing	3.0%
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Impacts

Estimated agent voice interaction volume to benefit from Predictive Routing	41,855
Estimated reduction of seconds saved per voice interaction	19
Total cost associated with time saved by Predictive Routing	\$0.25
Normalized average handle time across all voice interactions in seconds	618
Total amount of hours saved per year	2,624
Improved number of agents required to support interactions	115.1

Output

Annual Value	\$124,870
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Predictive Routing

Increased Sales Conversion with Predictive Routing

Connecting customers with the wrong agents can lead to missed sales opportunities and lower conversion rates. Using AI to match customers with the most suitable sales agents based on real-time data, past behavior, and agent performance could increase sales conversion, ensuring more personalized interactions, higher engagement, and improved revenue growth.

Predictive Routing uses artificial intelligence to adapt routing rules dynamically, personalizing customer experiences by connecting them with the appropriate agents rather than relying on static rules.

Benchmark		
3.5%	5.0%	6.5%
Conservative	Likely	Optimistic

Inputs

Average monthly number of inbound calls before IVR	110,262
Percentage of calls currently sent to IVR	100.0%
Percentage of calls going to the IVR that are completed in the IVR	20.0%
Percentage of monthly calls abandoned before reaching an agent	5.1%
Current sales conversion rate on inbound sales calls	5.00%
Average revenue per closed sale over inbound voice contacts	\$5
Average contribution margin per closed sale over inbound voice contacts	5.0%
Percentage of voice interactions that are sales related	25.0%
Percentage of voice interactions routed by predictive routing	50.0%

Reconciliations

Number of interactions going to the IVR	110,262
Number of interactions completed by the IVR	22,052
Number of interactions queued to agents	88,210
Number of abandoned interactions	4,499
Number of inbound voice interactions handled by agents	83,711
Number of calls with revenue-generating potential	20,928
Number of opportunities closed per month	1,046
Monthly opportunities closed eligible to benefit from Predictive Routing	523

Projected Transformation

Increase in closing ratio with predictive routing	3.5%
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Impacts

Expected number of opportunities closed per month	18
Expected value per sales closed (margin applied)	\$0.2
Improved sales conversion rate on inbound sales calls	5.1%
Expected value of increase in sales conversion per month (margin applied)	\$5

Output

Annual Value	\$55
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Speech and Text Analytics

Reduced Handle Time

Agents who take the time to identify customer issues and gather relevant information often have more extended interactions. Real-time analysis of conversations reveals intent, sentiment, and keywords, providing agents with immediate insights and suggested responses to streamline handling time, enhance efficiency, and improve customer experience.

Speech Analytics uses AI-driven conversation analysis to enhance customer interactions, transforming voice data into insights that improve agent performance, boost customer satisfaction, and reduce unnecessary talk time, increasing efficiency and revenue opportunities.

Benchmark		
6.7%	9.2%	10.5%
Conservative	Likely	Optimistic

Inputs

Average monthly number of inbound calls before IVR	110,262
Percentage of calls currently sent to IVR	100.0%
Percentage of calls going to the IVR that are completed in the IVR	20.0%
Percentage of monthly calls abandoned before reaching an agent	5.1%
Average handle time in seconds for inbound calls	627
Inbound agent utilization rate	80.0%
Annual fully burdened inbound voice agent cost	\$70,000
Average carrier cost per minute for inbound toll-free calls	\$0.0140
Percentage of voice interactions that already benefits from speech analytics	15.0%
Percentage of voice interactions that could be impacted through speech analytics	80.0%

Reconciliations

Number of interactions going to the IVR	110,262
Number of interactions completed by the IVR	22,052
Number of interactions queued to agents	88,210
Number of abandoned interactions	4,499
Number of inbound voice interactions handled by agents	83,711
Number of interactions eligible to benefit from speech analytics	71,154
Number of available hours excl. workdays off in a year	1,498
Fully loaded cost of an inbound agent (per second)	\$0.0130
Average cost for labor + telephony cost (per second)	\$0.0132
Total annual demanded hours to handle interactions	174,956
Number of agents required to support current interactions	116.8

Projected Transformation

Percentage of AHT saved per call	6.7%
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Impacts

Monthly number of calls that will benefit from Speech Analytics	56,923
Estimated reduction of seconds saved per interaction	42
Cost saved per interaction	\$0.5552
Normalized average handle time in seconds across all interactions	598
Total amount of hours saved per year	7,971
Improved number of agents required to support interactions	111.5

Output

Annual Value	\$379,271
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Supervisor Copilot

Reduced Supervisor Evaluation Effort with AI-Translate

Supervisors often spend significant time manually reviewing and evaluating multilingual interactions, leading to inefficiencies and delays. Real-time translation of customer interactions enables supervisors to evaluate conversations accurately without language barriers, minimizes evaluation effort, improves efficiency, streamlines quality assessments, and enhances global support.

Genesys Supervisor Copilot leverages AI to optimize agent performance in real-time, enhancing efficiency and reducing manual workload. Genesys Cloud AI Translate improves understanding and context analysis for multilingual evaluations, allowing supervisors to assess quality consistently across languages for smoother global operations.



Inputs

Number of supervisors currently working on multilingual activities	10
Average weekly working hours per multilingual supervisor personnel	40
Total annual days off per multilingual supervisor (holidays, vacations, sick)	26
Percentage of time spent by supervisors on multilingual activities	50%
Annual fully burdened multilingual supervisor cost	\$75,000

Reconciliations

Number of available hours off (annually)	208
Number of hours excl. workdays off in a year	1,872
Annual effort cost of supervisors on multilingual activities	\$375,000
Annual hours spent on multilingual activities per supervisor	936.0
Supervisor cost per hour	\$40.1

Projected Transformation

Reduction of multilingual supervisor effort	17.0%
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Impacts

Estimated number of annual hours saved per supervisor	159.1
Estimated total annual savings due to reduction of supervisor effort	\$63,750
Improved percentage of time spent on multilingual activities	41.5%
Estimated number of supervisor monthly hours saved	133

Output

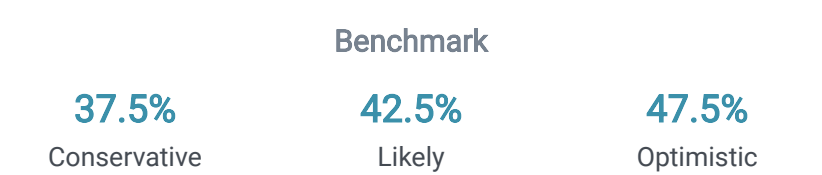
Annual Value	\$63,750
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Supervisor Copilot

Reduced Quality Evaluation Time with AI-Summary and Insights

Manually reviewing entire interactions for quality assurance can be time-consuming and resource-intensive. Automatically extracting key points and sentiments from conversations allows evaluators to concentrate on critical areas. This process reduces evaluation time, accelerates assessments, and enhances workforce productivity.

Genesys Supervisor Copilot enhances operational efficiency by using AI to support supervisors in real-time monitoring and optimizing agent performance while minimizing manual tasks. The Genesys Cloud AI Summary streamlines review processes by summarizing interactions and delivering actionable insights on customer sentiment and agent empathy, enabling supervisors to quickly address issues and improve quality management.



Inputs

Number of personnel currently working on quality assurance activities	5
Average weekly working hours per QA personnel	40
Total annual days off per QA personnel (holidays, vacations, sick)	26
Percentage of time working on quality evaluations	40.0%
Annual fully burdened QA personnel cost	\$75,000

Reconciliations

Number of available hours off (annually)	208
Number of hours excl. workdays off in a year	1,872
Current annual cost of quality evaluation	\$150,000
Current monthly time spent on quality evaluation activities	312.0
Fully loaded hour cost of QA personnel	\$40.06

Projected Transformation

Reduction of quality evaluation time with AI Summary and Insights	37.5%
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Impacts

Estimated monthly quality evaluation hours saved	117.0
Estimated monthly savings due to AI Summary and Insights	\$4,688
Improved time working on quality evaluations	25.0%

Output

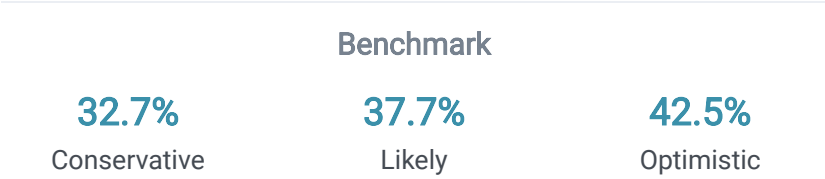
Annual Value	\$56,250
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Supervisor Copilot

Reduced Administration Costs with Supervisor Copilot

Supervisors often face administrative burdens related to performance monitoring, coaching, and reporting. Automating routine tasks like performance tracking, feedback generation, and workflow optimization lowers administrative costs, enabling supervisors to concentrate on strategic improvements, enhance agent support, and boost overall operational efficiency.

Genesys Supervisor Copilot employs AI to monitor and support agent performance in real-time, enhancing efficiency while easing administrative burdens. Meanwhile, Genesys Cloud reduces operational costs and simplifies workflows, improving customer experience and leveraging AI automation to streamline various quality processes.



Inputs

Current personnel working on QM administrative activities	8
Average weekly working hours per QA personnel	40
Total annual days off per QA personnel (holidays, vacations, sick)	26
Percentage of time spent on QA activity	50.0%
Annual fully burdened quality management personnel cost	\$75,000

Reconciliations

Number of available hours off (annually)	208
Number of hours excl. workdays off in a year	1,872
Quality management personnel cost per hour	\$40.06
Total current annual effort in hours spent on QA activities	7,488

Projected Transformation

Reduction of quality assurance management with Supervisor Copilot	32.7%
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Impacts

Estimated annual reduction of hours in quality management effort	2,449
Fully loaded hour cost of quality management personnel	\$40.06
Improved percentage of quality management time spent per year	33.6%

Output

Annual Value	\$98,100
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Genesys CTM ROI - NA v.1.0 - Conservative

Business Impact Benchmarks

Business Impact Benchmarks

		Conservative	Likely	Optimistic	Selected
Reduced Voice Handle Time with Real-time Knowledge Automation	Reducing handle time demonstrates the operational efficiencies required to provide better customer service. Analyzing cost per interaction and savings reveals clear operational and financial benefits.	7.0%	10.0%	15.0%	7.0%
Reduced Voice After Call Work with Auto-summarization	AI-driven tools automatically create summaries of interactions, helping agents avoid time-consuming note-taking and paperwork. This enables them to address customer problems efficiently, enhancing productivity and service quality. After-call work is typically counted as part of handle time.	18.0%	25.0%	32.0%	18.0%
Reduced Digital After Contact Work with Auto-summarization	AI-driven tools automatically generate summaries of interactions, enabling agents to avoid time-consuming note-taking and paperwork. This allows them to address customer issues efficiently, thereby enhancing productivity and service quality. The After Contact Work is included in the handle time.	18.0%	25.0%	32.0%	18.0%
Reduced Digital Handle Time with Real-time Knowledge Automation	Reducing handle time demonstrates the operational efficiencies required to provide better customer service. Analyzing cost per interaction and savings reveals clear operational and financial benefits.	7.0%	10.0%	15.0%	7.0%
Reduced Email Interactions with Auto-Respond	Slow email response times and inconsistent replies can frustrate customers and delay issue resolution. Autoresponder technology enhances communications by providing instant acknowledgments and relevant information, thus improving efficiency and ensuring a consistent and satisfying customer experience.	25.5%	30.0%	34.5%	25.5%
Reduced Email Handle Time with Auto-Suggest	Long email response times decrease agent productivity and frustrate customers. Auto-suggest technology provides agents with AI-generated response suggestions, relevant templates, and real-time solution recommendations, accelerating email management and allowing agents to respond more quickly, maintain consistency, improve overall efficiency, and enhance customer experience.	16.9%	20.0%	23.2%	16.9%
Reduced Handle Time with Predictive Routing	Inefficient call routing can lead to longer handle times as agents spend extra time gathering context and transferring interactions. Using AI to connect customers with the best agents based on real-time data and historical performance could reduce time, resulting in faster resolutions, increased efficiency, and an improved overall customer experience.	3.0%	5.0%	7.0%	3.0%
Increased Sales Conversion with Predictive Routing	Connecting customers with the wrong agents can lead to missed sales opportunities and lower conversion rates. Using AI to match customers with the most suitable sales agents based on real-time data, past behavior, and agent performance could increase sales conversion, ensuring more personalized interactions, higher engagement, and improved revenue growth.	3.5%	5.0%	6.5%	3.5%

Reduced Handle Time	Agents who take the time to identify customer issues and gather relevant information often have more extended interactions. Real-time analysis of conversations reveals intent, sentiment, and keywords, providing agents with immediate insights and suggested responses to streamline handling time, enhance efficiency, and improve customer experience.	6 . 7%	9 . 2%	10 . 5%	6 . 7%
Reduced Supervisor Evaluation Effort with AI-Translate	Supervisors often spend significant time manually reviewing and evaluating multilingual interactions, leading to inefficiencies and delays. Real-time translation of customer interactions enables supervisors to evaluate conversations accurately without language barriers, minimizes evaluation effort, improves efficiency, streamlines quality assessments, and enhances global support.	17 . 0%	20 . 0%	25 . 0%	17 . 0%
Reduced Quality Evaluation Time with AI-Summary and Insights	Manually reviewing entire interactions for quality assurance can be time-consuming and resource-intensive. Automatically extracting key points and sentiments from conversations allows evaluators to concentrate on critical areas. This process reduces evaluation time, accelerates assessments, and enhances workforce productivity.	37 . 5%	42 . 5%	47 . 5%	37 . 5%
Reduced Administration Costs with Supervisor Copilot	Supervisors often face administrative burdens related to performance monitoring, coaching, and reporting. Automating routine tasks like performance tracking, feedback generation, and workflow optimization lowers administrative costs, enabling supervisors to concentrate on strategic improvements, enhance agent support, and boost overall operational efficiency.	32 . 7%	37 . 7%	42 . 5%	32 . 7%