



Maximize Your Seasonal Success

A Festive Guide for Genesys Agents

It's time to gear up for a bustling holiday season, setting the stage for a smooth transition into 2024. Let's dive into our top tips for ensuring your customers' success in the New Year's Voice of Customer (VoC) efforts.



Deck The Halls:

- Review Customer Journey
- Assess contact points
- Prepare for call influx
- Consider automation



Review the Elves

- Analyse NPS & Call Resolution
- Identify areas of concern
- Improve agent performance
- Boost NPS scores



Check Your List

- Embrace AI for VOC Analytics
- Eyerys Voice-to-Text Sentiment Analytics
- Enhance self-support services
- Understand end users



Set Your Foundations

- Review KPIs and metrics
- Align with customer goals
- Adapt to new products or services
- Compare performance over time

Raise Your Voice

- Optimise VOC surveys
- Keep surveys short and clear
- Ensure user-friendly language
- Simplify survey scales



Wrapping Up

- Refine goals for the new year
- Seek assistance if needed
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