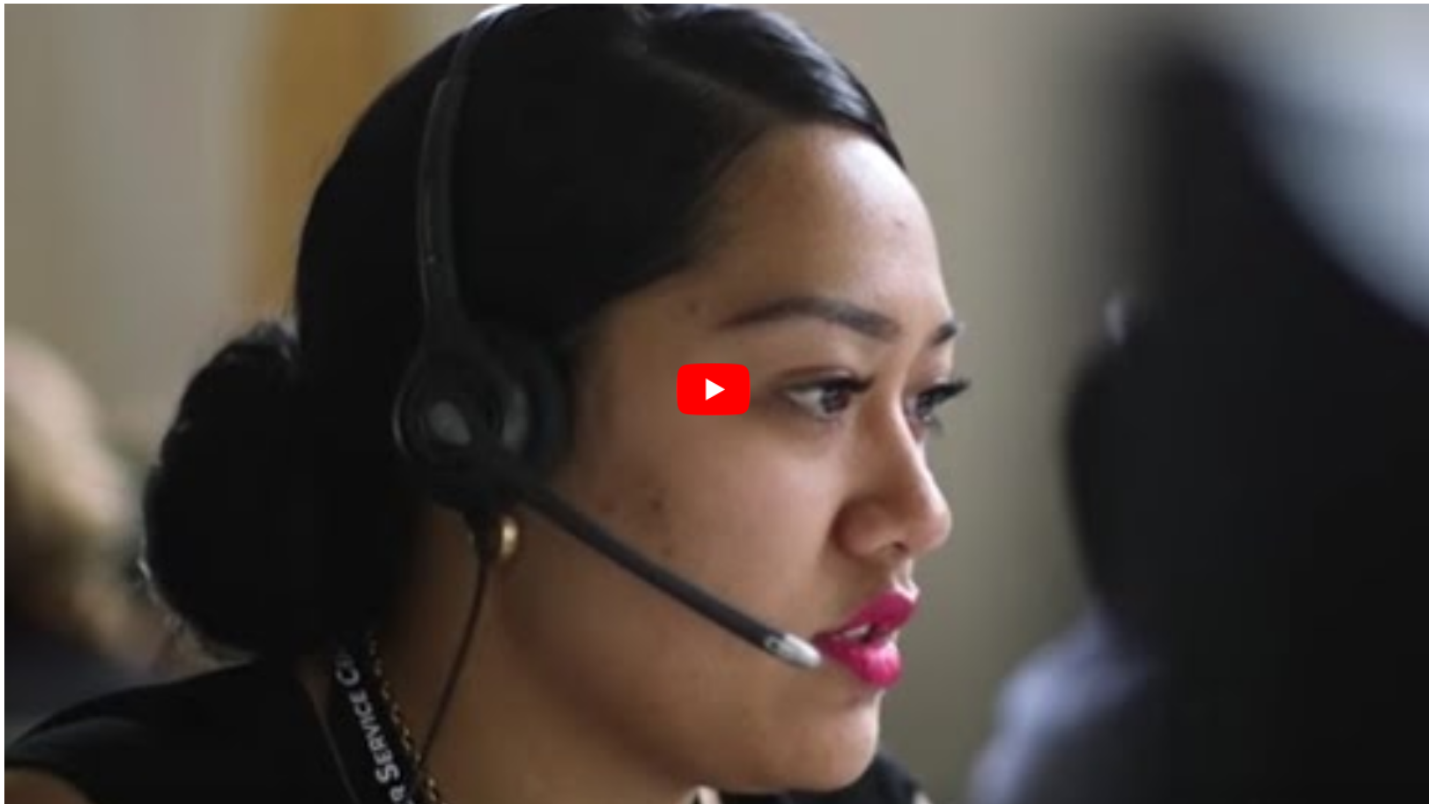


WOOLWORTHS

Improves customer experience and employee engagement



Retail giant Woolworths has transformed their contact center to deliver an enriched experience to their customers across all their brands using the Genesys Engage™ product. With over 4.1 million contact center interactions per year, Woolworths looks to Genesys to empower their agents and deliver an enriched experience to their customers.

"The Genesys solution is the full omnichannel product that enables us to not only blend agents but blend brands which provides us with best of breed capability in terms of workforce planning, routing, customer service and delivery."

Gerrad Hennessy, Senior Operations Manager, Woolworths



Product

- Genesys Engage

Solutions

- Chat
- Workforce Management
- Reporting and Analytics