

Knowledge Automation

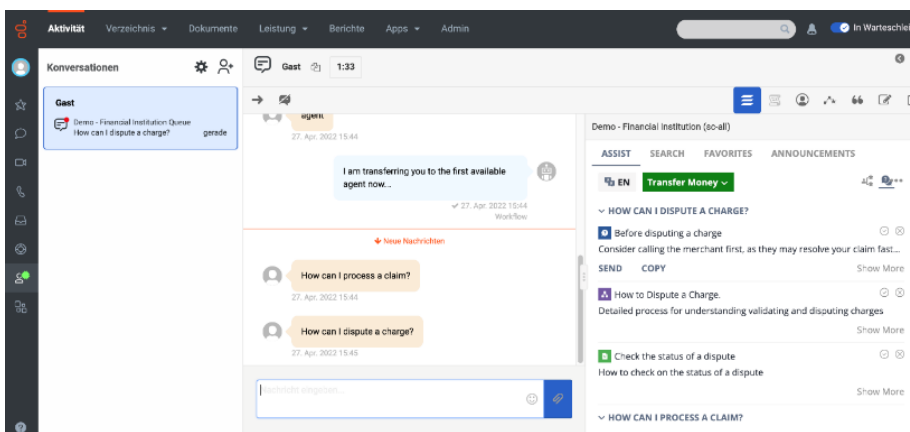
for GENESYS Cloud CX™

Automate company knowledge and deliver accurate answers everywhere customers and agents meet in Genesys Cloud.

What is shelf ?

Shelf is a highly awarded, innovative knowledge automation platform designed to help remote workers be more productive and efficient. Used by organizations such as HelloFresh, Gerber Life, and eTraveli, Shelf enables company knowledge to be automatically suggested and delivered directly in the Genesys Interface, and significantly reduces admin overhead through advanced analytics and automated content maintenance.

With knowledge automation, you can simplify training and onboarding, ensure accurate and consistent service, and keep customers happy with every successful resolution.



Agent Assist Supercharges your Team

Shelf's Agent Assist integration in Genesys means your team can quickly surface the information they need to do their job, with no extra effort. Agent Assist listens to the conversation and suggests real-time answers directly from your existing knowledge, whether it's a simple answer or a complex navigated workflow process.

Features

Optimized Pinpoint Search

- Agent Assist for chat, email, messenger apps
- IVR Intent Mapping
- Automated Content Maintenance
- Advanced Content and Usage Analytics
- Pinpoint Accurate Search
- Automatic Content Suggestions and Recommendations

Knowledge Management

- Storage for all content types: wikis, documentation, video, audio, images
- Decision Tree Content Guidance
- Feedback Manager
- Customizable Publication Workflow
- Web Clipper to capture online content
- Advanced User Permissions
- Unlimited information architecture:
- Folders, categories, tags, favorites, ratings
- Award-winning UI
- Enterprise Security

Self-service

- Chatbot integration
- Webform integration
- FAQ and customizable portal

IVR Intent Mapping Accelerates Speed to Resolution

IVR mapping pops knowledge directly in Genesys upon call transfer for a frictionless voice experience. Either selectively display specific knowledge or a set of suggested content. Shelf is compatible with menu-based and voice-activated IVR systems.

Save Admins Valuable Time with Automated Maintenance

Shelf streamlines admin work by automating content management processes. Manage drafts, approvals, and publishing rights through workflow management modules. MerlinAI streamlines the content maintenance process and ensures accurate information is always available to your agents and customers.

Reduce Call Time with Pinpoint Accurate Search & Browse

28% of all searches are abandoned. When people can't find what they need, they will reach out or IM with co-workers to find the answer, wasting valuable time. Shelf's pinpoint contextual search will guide your employees to the exact point of the article, even if the answer is on page 17 of a 30 page manual- all directly in Genesys Cloud.

Best-in-Class Knowledge Management

Designed by a Harvard-trained Library Scientist, Shelf features a flexible, secure information architecture needed for any business. An unlimited library and folder hierarchy means that knowledge sharing readily scales across the contact center and beyond. Advanced user groups and permissions ensure that each user only has access to the information that is relevant to them and their job role.

Search Inside Documents, Videos, Images and more

Manage all your company knowledge and any content type in one place, including articles, word documents, PDFs, presentations, audio files, video and more.

AI-Powered Analytics and Insights

Leverage advanced analytics and Merlin AI, to gain insights into how content is being used, what is getting out of date, which articles are most popular, and continually optimize your knowledge base so only high value, accurate information exists. Analyze search queries to understand the content your team is utilizing, as well as the knowledge they need.

Modern, Award Winning Interface for High Adoption and Ease of Use

Consider Shelf a worry-free investment - built to guarantee adoption and usage across your team and company. Awards include top 1% honors in overall usability across the entire Enterprise Knowledge Management industry from Gartner Digital Markets, as well as Easiest to Use, Highest User Adoption, and Easiest Admin awards for Contact Center Knowledge Technology from G2.com.



Our agents no longer have to look in multiple different places to find answers – everything is delivered to them in Genesys Cloud.”

*Amy Armstrong
International Learning and Development Lead, HelloFresh*