

# Technology Fatigue in the Digital workplace

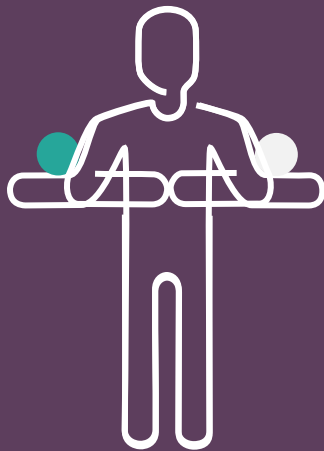
**Jeff Whitt – Workforce Engagement Solution Lead -  
Genesys**

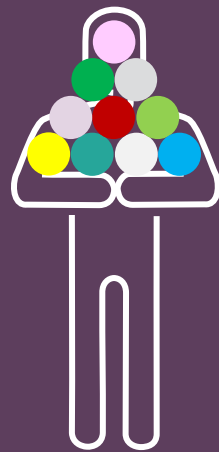
July 30, 2020

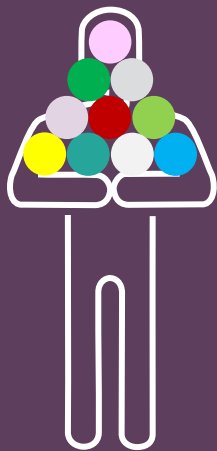
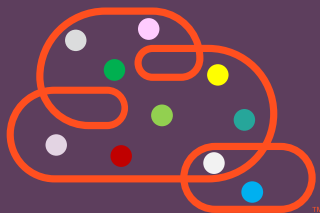


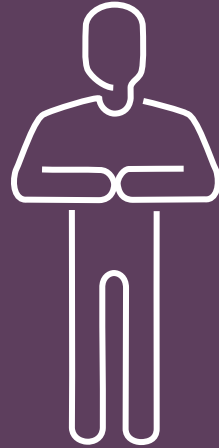
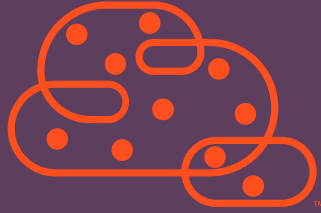
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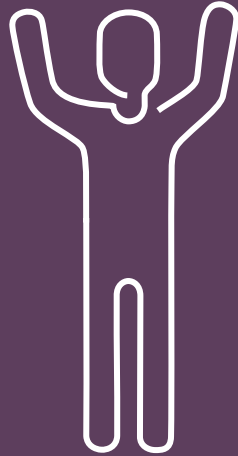
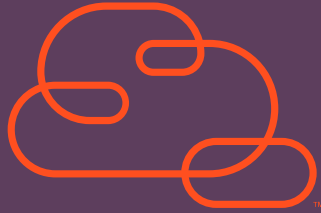












**salesboom** Campaign Management System

**Campaigns**

Show: Recently Viewed Campaigns | Customized | 20 | Results Per Page

1. Max 2009-06-16 10:22:00 PM Search Engine Optimization In Progress 2009-06-02  
 2. Max 2009-06-16 10:22:00 PM Pinduoduo P.C. In Progress 2009-06-02  
 3. Max 2009-06-16 10:22:00 PM Pinduoduo P.C. In Progress 2009-06-02  
 4. Max 2009-06-16 10:22:00 PM P.C. Malaysia In Progress 2009-06-02

**PERFORM Payroll Information System**

**EMPLOYEE PAY INFORMATION**

1. Manage Card  
 2. Generate Report  
 3. All Reports

Code: 10628 Name: PHUA YIXUAN

Employee Information | Overtime Payment | NPL/ Lateness/ Earlyout | Allowances/ Ded

Company: IT RE-ENGINEERING PTE LTD Department: AG - SHAR

Bank: DBS Birth Date:   
 Class: CPF SINGAPOREAN / LOCAL Class Issued:   
 Hire Date: 03/06/2013 Work Type: 2 Days Worked:   
 Term Date: Payment Type: MONTHLY CSN: 190

Wage Details

Basic Wage	2700.00	Total Overtime Worked	20.00	MVC
Total Wage	2700.00	Total CPF Contributable	2700.00	

Remark 1:   
 Remark 2:

CPF Employer	432	CPF (O)	2700.00	FW	0.00	Gross Wage	2700.00	CPF	2159.00	only.
CPF Employee	-540	CPF (A)	0.00	SD	6.75					



**ASPECT** SCHEDULE SUMMARY

3771-88788 Contact Time (US & Canada)

Date Range: 7/28/2019 - 8/3/2019

Employee: [Name] 7/28/2019

Calendar view showing dates from July 28 to August 3, 2019. Each date has a color-coded box indicating a schedule or event.

Call Logs | Missed Calls | Call Recordings | Voicemails | IVR Logs

Filter: All

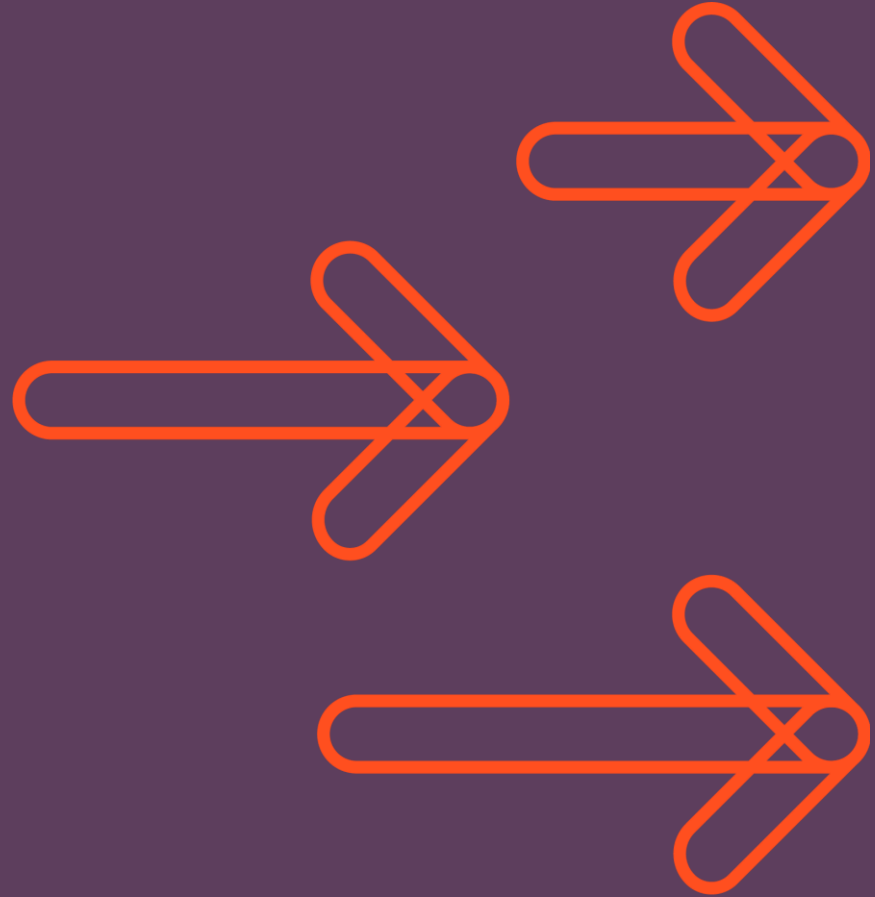
Name/Number	Date & Time	Time Elapsed	Recordings	Action
Outgoing via 18394200005	Gaurav Lead +13307314029	Mon, 10 Jul 05:46 PM	00:00:11	Download Archive
Outgoing via 18394200005	Manuel Spangberg +919717720019	Mon, 10 Jul 12:33 PM	00:00:02	Download Archive
Outgoing via 18394200005	New JustCall Contact +14888929959	Mon, 10 Jul 11:01 AM	00:00:07	Download Archive
Outgoing via 18394200005	New JustCall Contact +4930233460	Mon, 10 Jul 10:07 AM	00:00:04	Download Archive

Messages | Settings | Display | Others

Back Enter

# Agenda

- What Makes Us Feel Good About Our Work
- Why Good Leaders Make Us Feel Safe
- The Puzzle of Motivation
- The Happy Secret to Better Work
- Technology Insights and the Future







# What Makes Us Feel Good About Our Work?

# Employee Motivation

A dedicated and engaged employee feels pride in their work and wants to do well

43% of employees would feel more motivated by being treated well than a pay increase

80% said they would work harder if they felt appreciated



# 5 Employee Engagement Trends for 2020

- People First Culture
- More prominence to work-life harmony
- Cloud-technology will continue to reign
- Influx of Artificial Intelligence and Machine Learning
- Redefining “Human” in HR



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## Work Life Balance

*an even distribution of weight enabling someone or something to remain upright and steady.*

## Work Life Harmony

*the quality of forming a pleasing and consistent whole.*

Source:  
<https://blog.vantagecircle.com/employee-engagement-trends/>

# Poll

Are you using software tools today that incorporate Artificial Intelligence or Machine Learning?



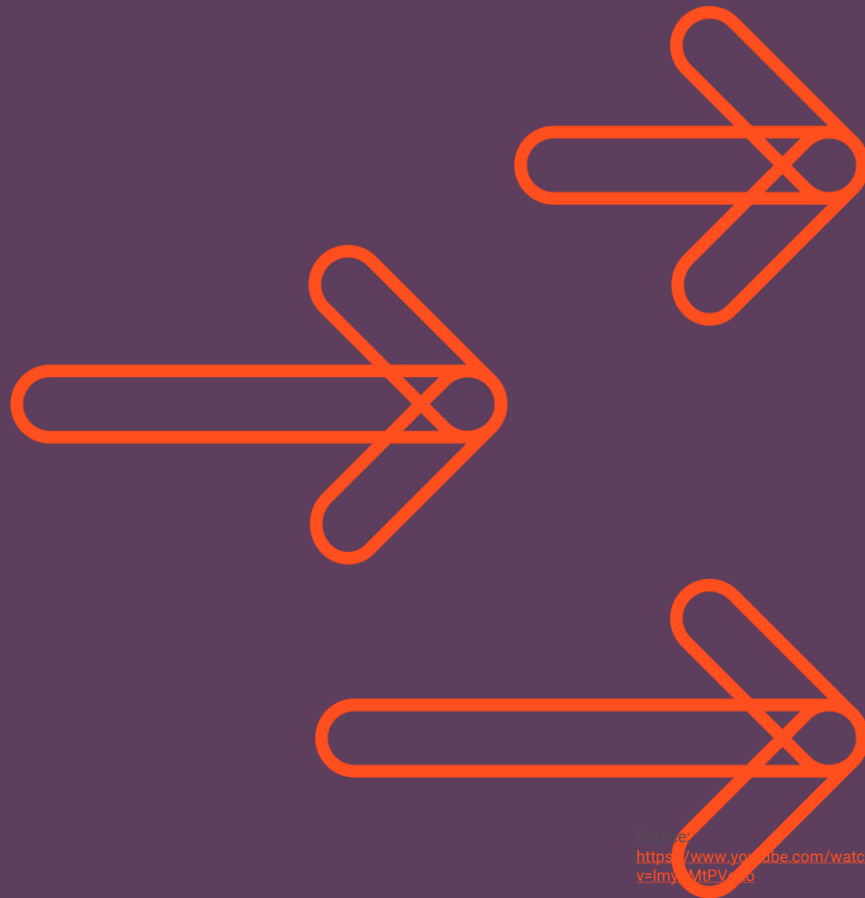
# Why Good Leaders Make Us Feel Safe



GREAT LEADERS  
**CREATE**  
A CIRCLE OF  
**SAFETY**

 **GENESYS™**

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<https://www.youtube.com/watch?v=ImyMtPV3o>



- Developing the right environment/company culture is critical to inspiring greatness
- Leading an effective team is like parenting a family
- Do we have the right onboarding and training
- Insights from industry leaders

Source:  
<https://www.youtube.com/watch?v=ImyZMtPVodo>



# The Puzzle of Motivation



- Employees Should Challenge Themselves
- Employees Should Keep in Mind Their Limitations
- Make Some Room and Allowances for Flexibility
- Use performance Management Software to Track SMART Objectives



# Poll

Is your organization using a tool to track employee performance?



# The Happy Secret to Better Work

- Our brains are happy are 31% more productive than when we are negative, neutral, or stressed
- Energy, intelligence, and creativity rises when we are happy
- Happy employees result in less burnout and company turnover



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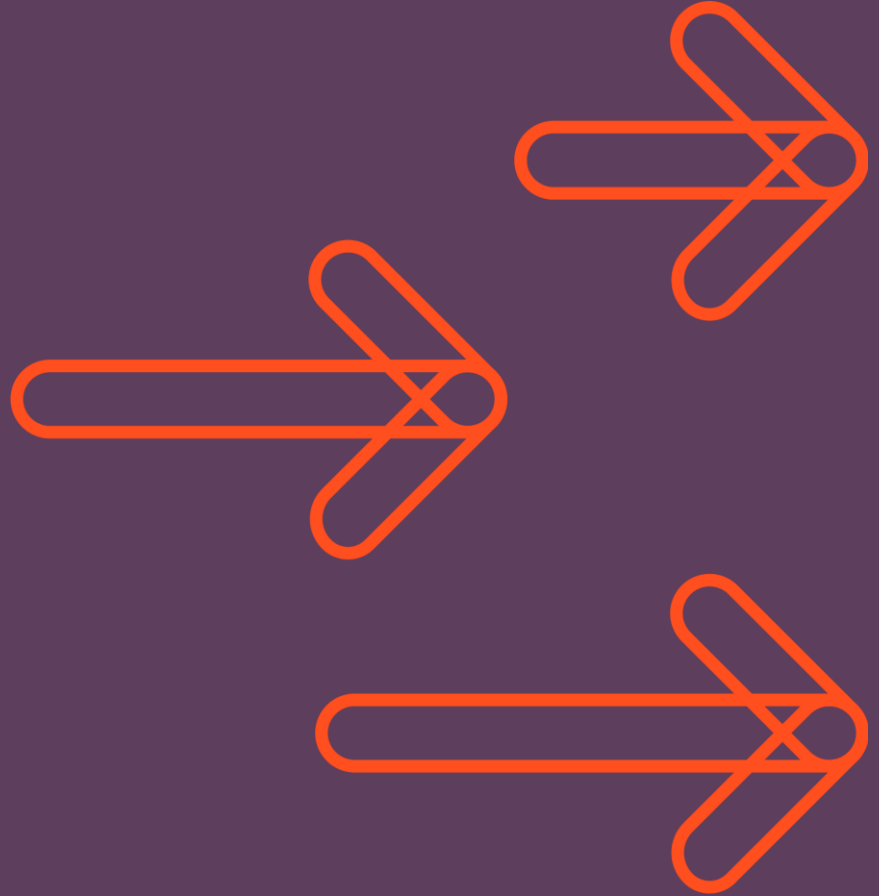
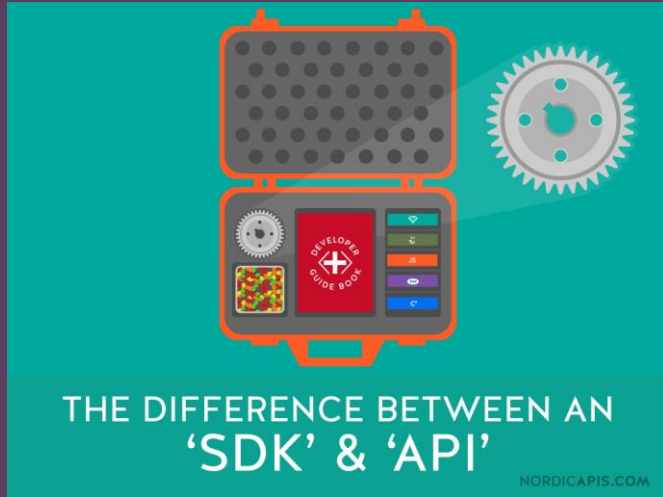




# Technology Insights and the Future

# Conversations with IT

- SDKs – Software Developer's Kits
- APIs – Application Programming Interface



# Technology Insights and the Future

- Artificial Intelligence
- Machine Learning
- Persona Based Tools
- Gamification



# What can software in the cloud deliver to business users?

Eliminate downtime for upgrades

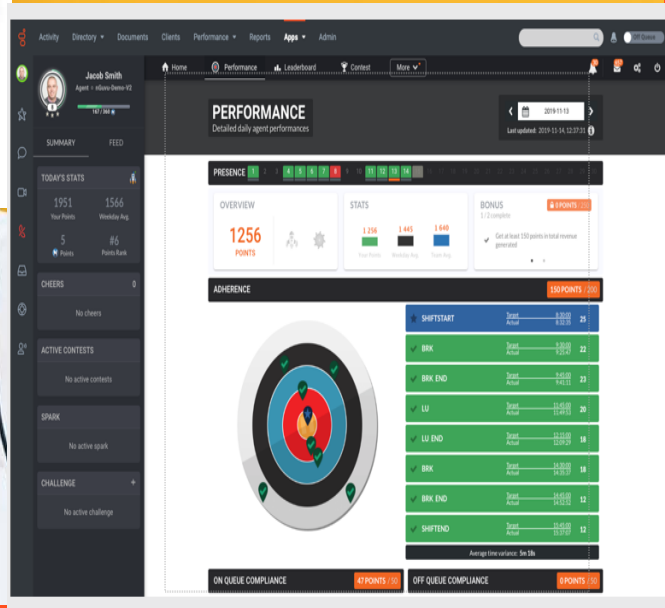
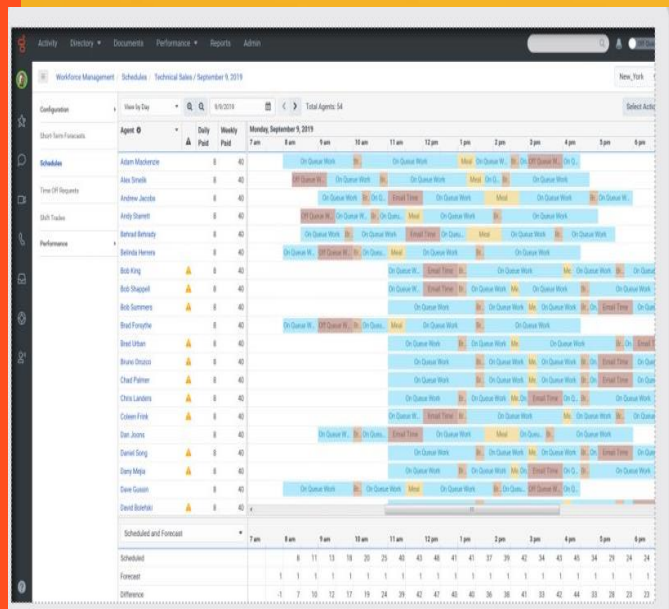
Instant access to new features

Redundancy to end of life  
versions



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# Cloud Contact Center Customer Success Story





Thank you for your time

Jeff Whitt

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