Genesys Base Cases for Genesys Multicloud CX

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Genesys is extremely flexible, which can make it complex to deploy and configure. Genesys Base Cases automate that initial deployment, getting you up and running quickly, with minimal configuration. You can use these cases as-is or as a starting point for more complex deployments.See your Genesys representative for details.

Available use cases

Start Now, Add Later

DIY

Without customization, you can use Genesys Designer and Agent Setup to:

- Add routing options
- Provision additional agents
- Add skills
- Change parameters such as business hours

From there, you can enrich your environment using the full breadth of the Genesys Multicloud CX feature set.