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Genesys Cloud CX Use Cases

7/21/2025

This page lists all Genesys Cloud CX use cases and other use cases that can be implemented with that use case to optimize the benefits to the customer.

| Use Case | Value augmenting use cases | Maturity |
|----------|---|----------------|
| | Not mandatory for any use case. | |
| | <ul style="list-style-type: none"> Genesys Personalized Routing with Callback (CE43) Genesys Personalized Routing (CE02) Genesys Multimodal IVR (CE10) Genesys IVR Personalization (CE09) | Consistent |
| | <ul style="list-style-type: none"> Genesys Multimodal IVR (CE10) | Defined |
| | <ul style="list-style-type: none"> Genesys Dynamic Case Management (BO11) | Differentiated |
| | <ul style="list-style-type: none"> Genesys Dynamic Case Management (BO11) | Consistent |
| | <ul style="list-style-type: none"> Genesys Work Automation (BO01) Quality Assurance and Compliance (WE01) Resource Management (WE02) Genesys Work and Lead Distribution (BO02) Genesys Predictive Routing for Customer Service (BO06) Genesys KPI Insights (BO07) | Consistent |

| Use Case | Value augmenting use cases | Maturity |
|----------|--|------------|
| | <ul style="list-style-type: none"> • Genesys Omnichannel Notifications (CE13) • Genesys Personalized Digital Routing (CE20) • Genesys Omnichannel Workforce Scheduling (EE02) • Genesys Schedule-based Routing (EE04) • Genesys Predictive Routing for Sales (SL06) • Genesys Dynamic Case Management (BO11) | |
| | <ul style="list-style-type: none"> • Genesys Chatbots (CE31) • Quality Assurance and Compliance (WE01) • Resource Management (WE02) • Genesys Predictive Routing for Customer Service (BO06) • Genesys KPI Insights (BO07) • Genesys Personalized Digital Routing (CE20) • Genesys Co-browse (CE27) • Genesys Predictive Engagement (CE37) • Genesys Omnichannel Workforce Scheduling (EE02) • Genesys Predictive Routing for Sales (SL06) • Genesys Dynamic Case Management (BO11) | Consistent |
| | <ul style="list-style-type: none"> • Genesys Dynamic Case Management (BO11) | Defined |
| | <ul style="list-style-type: none"> • Genesys Chatbots (CE31) • Quality Assurance and Compliance (WE01) | Consistent |

| Use Case | Value augmenting use cases | Maturity |
|----------|---|----------------|
| | <ul style="list-style-type: none"> Genesys Omnichannel Notifications (CE13) Genesys Personalized Digital Routing (CE20) Genesys Omnichannel Workforce Scheduling (EE02) Genesys Schedule-based Routing (EE04) Genesys Dynamic Case Management (BO11) | |
| | <ul style="list-style-type: none"> Genesys Agent Assist (EE31) Genesys Agent Copilot (EE32) Genesys Messaging (CE34) Genesys Predictive Engagement (CE37) | Differentiated |
| | <ul style="list-style-type: none"> Genesys Co-browse (CE27) Genesys Chatbots (CE31) Genesys Agent Assist (EE31) Genesys Agent Copilot (EE32) Quality Assurance and Compliance (WE01) Genesys Dynamic Case Management (BO11) | Differentiated |
| | <ul style="list-style-type: none"> Genesys Chatbots (CE31) | Differentiated |
| | <ul style="list-style-type: none"> Genesys Agent Assist (EE31) Genesys Agent Copilot (EE32) | Differentiated |
| | <ul style="list-style-type: none"> Genesys Outbound Dialer (CE11) Genesys Co-browse (CE27) Genesys Voicebots (CE41) Quality Assurance and | Defined |

| Use Case | Value augmenting use cases | Maturity |
|----------|---|----------------|
| | Compliance (WE01) <ul style="list-style-type: none"> Resource Management (WE02) | |
| | Not mandatory for any use case. | |
| | Not mandatory for any use case. | |
| | Not mandatory for any use case. | |
| | Not mandatory for any use case. | |
| | <ul style="list-style-type: none"> Genesys Agent Assist (EE31) Genesys Agent Copilot (EE32) | Differentiated |
| | Not mandatory for any use case. | Differentiated |
| | Not mandatory for any use case. | Consistent |
| | Not mandatory for any use case. | Consistent |
| | <ul style="list-style-type: none"> Genesys Business Communications (OP01) | Consistent |
| | Not mandatory for any use case. | Consistent |
| | <ul style="list-style-type: none"> Employee Performance (WE03) | Differentiated |
| | <ul style="list-style-type: none"> Employee Performance (WE03) | Differentiated |
| | Not mandatory for any use case. | Differentiated |