Genesys Cloud CX Use Cases

5/13/2026

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.	
	• Genesys Personalized Routing with Callback (CE43) • Genesys Personalized Routing (CE02) • Genesys Multimodal IVR (CE10) • Genesys IVR Personalization (CE09)	Consistent
	• Genesys Multimodal IVR (CE10)	Defined
	• Genesys Dynamic Case Management (BO11)	Differentiated
	• Genesys Dynamic Case Management (BO11)	Consistent
	• 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
	• 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)	
	• 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
	• Genesys Dynamic Case Management (BO11)	Defined
	• Genesys Chatbots (CE31) • Quality Assurance and Compliance (WE01)	Consistent

Use Case	Value augmenting use cases	Maturity
	• Genesys Omnichannel Notifications (CE13) • Genesys Personalized Digital Routing (CE20) • Genesys Omnichannel Workforce Scheduling (EE02) • Genesys Schedule-based Routing (EE04) • Genesys Dynamic Case Management (BO11)	
	• Genesys Agent Assist (EE31) • Genesys Agent Copilot (EE32) • Genesys Messaging (CE34) • Genesys Predictive Engagement (CE37)	Differentiated
	• 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
	• Genesys Chatbots (CE31)	Differentiated
	• Genesys Agent Assist (EE31) • Genesys Agent Copilot (EE32)	Differentiated
	• Genesys Outbound Dialer (CE11) • Genesys Co-browse (CE27) • Genesys Voicebots (CE41) • Quality Assurance and	Defined

Use Case	Value augmenting use cases	Maturity
	Compliance (WE01) • 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.	
	Not mandatory for any use case.	
	Not mandatory for any use case.	
	• 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
	• Genesys Business Communications (OP01)	Consistent
	Not mandatory for any use case.	Consistent
	• Employee Performance (WE03)	Differentiated
	• Employee Performance (WE03)	Differentiated
	Not mandatory for any use case.	Differentiated