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## Genesys Cloud CX Use Cases

**Genesys Inbound**



## Genesys Inbound Use Cases for GenesysCloud

Sort or search the table to find the use case you need to edit. Click the title link to go to the use case.

<b>Use Case</b>	<b>Subtitle</b>
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"> Genesys Personalized Routing with Callback (CE43) Route voice interactions to the best skilled resource with personalization and callback option

