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Genesys Cloud CX Use Cases

Genesys Inbound

9/15/2025



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.

Use Case	Subtitle
Use Case	Subtitle

"> Genesys Personalized Routing with Callback (CE43) Route voice interactions to the best skilled resource with personalization and callback option

