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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.

Use Case	Subtitle
Use Case	Subtitle

"> Genesys Skype for Business (CE04) Engage across the broader enterprise using Skype for Business instant messaging"> Genesys Personalized Routing with Callback (CE43) Route voice interactions to the best skilled resource with personalization and callback option

