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# Genesys Cloud CX Use Cases

Interdependencies

2/8/2026

This page lists all Genesys Cloud CX use cases and their mandatory / Optional interdependencies as well as any exceptions which they cannot be implemented with.

Use Case	All of the following required:	At least one of the following required:	Optional	Cannot be implemented with the following:
			<ul style="list-style-type: none"> <li>Genesys Email Routing (CE16)</li> </ul>	
	<ul style="list-style-type: none"> <li>Genesys Personalized Routing with Callback (CE43)</li> </ul>			
	<ul style="list-style-type: none"> <li>Genesys Call Routing (CE01)</li> <li>Genesys Customer Authentication (CE07)</li> </ul>			
			<ul style="list-style-type: none"> <li>Genesys Personalized Routing with Callback (CE43)</li> </ul>	
		<ul style="list-style-type: none"> <li>Genesys Chat Routing (CE18)</li> <li>Genesys Messaging (CE34)</li> <li>Genesys Personalized Routing with</li> </ul>		

Use Case	All of the following required:	At least one of the following required:	Optional	Cannot be implemented with the following:
		Callback (CE43)		
		<ul style="list-style-type: none"> <li>Genesys Chat Routing (CE18)</li> <li>Genesys SMS Routing (CE29)</li> <li>Genesys Messaging (CE34)</li> </ul>		
	<ul style="list-style-type: none"> <li>Genesys Chat Routing (CE18)</li> <li>Genesys Chatbots (CE31)</li> </ul>			
			<ul style="list-style-type: none"> <li>Genesys Personalized Routing with Callback (CE43)</li> </ul>	
			<ul style="list-style-type: none"> <li>Genesys Customer Authentication (CE07)</li> </ul>	
		<ul style="list-style-type: none"> <li>Genesys Call Routing (CE01)</li> <li>Genesys Messaging (CE34)</li> </ul>	<ul style="list-style-type: none"> <li>Genesys Chatbots (CE31)</li> <li>Genesys Voicebots (CE41)</li> <li>Genesys Agent Assist (EE31)</li> </ul>	

Use Case	All of the following required:	At least one of the following required:	Optional	Cannot be implemented with the following:
		<ul style="list-style-type: none"> <li>Genesys Call Routing (CE01)</li> <li>Genesys Messaging (CE34)</li> </ul>	<ul style="list-style-type: none"> <li>Genesys Chatbots (CE31)</li> <li>Genesys Voicebots (CE41)</li> <li>Genesys Agent Assist (EE31)</li> </ul>	
			<ul style="list-style-type: none"> <li>Genesys Voice Services (OP04)</li> </ul>	
	<ul style="list-style-type: none"> <li>Genesys Voice Services (OP04)</li> </ul>			
		<ul style="list-style-type: none"> <li>Genesys Email Routing (CE16)</li> <li>Genesys Chat Routing (CE18)</li> <li>Genesys SMS Routing (CE29)</li> <li>Genesys Messaging (CE34)</li> <li>Genesys Personalized Routing with Callback (CE43)</li> </ul>		
		<ul style="list-style-type: none"> <li>Genesys Email Routing (CE16)</li> <li>Genesys Chat Routing (CE18)</li> <li>Genesys Personalized Routing with</li> </ul>		

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Use Case	All of the following required:	At least one of the following required:	Optional	Cannot be implemented with the following:
		Callback (CE43)		
			<ul style="list-style-type: none"><li>• Quality Assurance and Compliance (WE01)</li><li>• Resource Management (WE02)</li></ul>	