



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Cloud CX Use Cases

Interdependencies

12/11/2025

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"> Genesys Email Routing (CE16) 	
	<ul style="list-style-type: none"> Genesys Personalized Routing with Callback (CE43) 			
	<ul style="list-style-type: none"> Genesys Call Routing (CE01) Genesys Customer Authentication (CE07) 			
			<ul style="list-style-type: none"> Genesys Personalized Routing with Callback (CE43) 	
		<ul style="list-style-type: none"> Genesys Chat Routing (CE18) Genesys Messaging (CE34) Genesys Personalized Routing with 		

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"> Genesys Chat Routing (CE18) Genesys SMS Routing (CE29) Genesys Messaging (CE34) 		
	<ul style="list-style-type: none"> Genesys Chat Routing (CE18) Genesys Chatbots (CE31) 			
			<ul style="list-style-type: none"> Genesys Personalized Routing with Callback (CE43) 	
			<ul style="list-style-type: none"> Genesys Customer Authentication (CE07) 	
		<ul style="list-style-type: none"> Genesys Call Routing (CE01) Genesys Messaging (CE34) 	<ul style="list-style-type: none"> Genesys Chatbots (CE31) Genesys Voicebots (CE41) Genesys Agent Assist (EE31) 	

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"> Genesys Call Routing (CE01) Genesys Messaging (CE34) 	<ul style="list-style-type: none"> Genesys Chatbots (CE31) Genesys Voicebots (CE41) Genesys Agent Assist (EE31) 	
			<ul style="list-style-type: none"> Genesys Voice Services (OP04) 	
	<ul style="list-style-type: none"> Genesys Voice Services (OP04) 			
		<ul style="list-style-type: none"> Genesys Email Routing (CE16) Genesys Chat Routing (CE18) Genesys SMS Routing (CE29) Genesys Messaging (CE34) Genesys Personalized Routing with Callback (CE43) 		
		<ul style="list-style-type: none"> Genesys Email Routing (CE16) Genesys Chat Routing (CE18) Genesys Personalized Routing with 		

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">• Quality Assurance and Compliance (WE01)• Resource Management (WE02)	