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Genesys Cloud CX Use Cases

Interdependencies

9/6/2025

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)	