Genesys Cloud CX Use Cases

Interdependencies

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This page lists all Genesys Cloud CX use cases and the other use cases that must be, can be or cannot be (Exceptions) implemented with them.

Use Case	All of the following required:	At least one of the following required:	Optional	Exceptions
Genesys Work Automation (BO01)	None	None	• Genesys Email Routing (CE16)	None
Genesys Customer Authentication (CE07)	• Genesys Personalized Routing with Callback (CE43)	None	None	None
Genesys Voice Payment (CE08)	• Genesys Call Routing (CE01) • Genesys Customer Authentication (CE07)	None	None	None
Genesys Outbound Dialer (CE11)	None	None	• Genesys Personalized Routing with Callback (CE43)	None
Genesys SMS & Email Notifications (CE12)	None	None	None	None
Genesys Email Routing (CE16)	None	None	None	None
Genesys Chat Routing (CE18)	None	None	None	None

Use Case	All of the following required:	At least one of the following required:	Optional	Exceptions
Genesys Co-browse (CE27)	None	• Genesys Chat Routing (CE18) • Genesys Messaging (CE34) • Genesys Personalized Routing with Callback (CE43)	None	None
Genesys SMS Routing (CE29)	None	None	None	None
Genesys Chatbots (CE31)	None	• Genesys Chat Routing (CE18) • Genesys SMS Routing (CE29) • Genesys Messaging (CE34)	None	None
Genesys Messaging (CE34)	None	None	None	None
Genesys Predictive Engagement (CE37)	• Genesys Chat Routing (CE18) • Genesys Chatbots (CE31)	None	None	None
Genesys Voicebots (CE41)	None	None	• Genesys Personalized Routing with Callback (CE43)	None
Genesys Personalized Routing with Callback (CE43)	None	None	• Genesys Customer Authentication (CE07)	None

Use Case	All of the following required:	At least one of the following required:	Optional	Exceptions
Genesys Contact Center Optimization (CE45)	None	None	None	None
Rule-Based Decisions by Genesys (CE46)	None	None	None	None
Rule-Based Decisions by Genesys (CE46)	None	None	None	None
Genesys Virtual Agent (CE47)	None	None	None	None
Unified Experience from Genesys and ServiceNow (CE48)	None	None	None	None
Genesys Social Listening (CE49)	None	None	None	None
Genesys Agent Assist (EE31)	None	• Genesys Call Routing (CE01) • Genesys Messaging (CE34)	• Genesys Chatbots (CE31) • Genesys Voicebots (CE41) • Genesys Agent Assist (EE31)	None
Genesys Agent Copilot (EE32)	None	• Genesys Call Routing (CE01) • Genesys Messaging (CE34)	• Genesys Chatbots (CE31) • Genesys Voicebots (CE41) • Genesys Agent Assist (EE31)	None
Genesys Business Communications (OP01)	None	None	• Genesys Voice Services (OP04)	None

Use Case	All of the following required:	At least one of the following required:	Optional	Exceptions
Genesys CRM Collaboration (OP02)	None	None	None	None
Genesys Voice Services (OP04)	None	None	None	None
Genesys UCC Third-Party Integration (OP07)	• Genesys Voice Services (OP04)	None	None	None
Quality Assurance and Compliance (WE01)	None	• Genesys Email Routing (CE16) • Genesys Chat Routing (CE18) • Genesys SMS Routing (CE29) • Genesys Messaging (CE34) • Genesys Personalized Routing with Callback (CE43)	None	None
Resource Management (WE02)	None	• Genesys Email Routing (CE16) • Genesys Chat Routing (CE18) • Genesys Personalized Routing with Callback (CE43)	None	None
Employee Performance (WE03)	None	None	• Quality Assurance and Compliance (WE01) • Resource Management (WE02)	None