

GENESYS

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Genesys Cloud CX Use Cases

Maturity



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Inbound Use Cases

Level 1	Level 2	Level 3
No use cases with Level 1 maturity for this product category.	CE43 - Genesys Personalized Routing with Callback	No use cases with Level 3 maturity for this product category.

Digital

Level 1	Level 2	Level 3
 CE16 - Genesys Email Routing CE18 - Genesys Chat Routing CE29 - Genesys SMS Routing 	CE27 - Genesys Co-browse	 CE34 - Genesys Messaging CE37 - Genesys Predictive Engagement

Outbound

Level 1	Level 2	Level 3
CE12 - Genesys SMS & Email Notifications	No use cases with Level 2 maturity for this product category.	CE11 - Genesys Outbound Dialer

Open Platform

Level 1	Level 2	Level 3
OP01 - Genesys Business Communications	No use cases with Level 2 maturity for this product	No use cases with Level 3 maturity for this product category.
 OP02 - Genesys CRM Collaboration 	category.	
 OP04 - Genesys Voice Services 		
OP07 - Genesys UCC Third- Party Integration		

Self-Service and Automation

Level 1	Level 2	Level 3
CE07 - Genesys Customer Authentication	CE08 - Genesys Voice Payment	 CE31 - Genesys Chatbots CE41 - Genesys Voicebots EE32 - Genesys Agent Copilot

Workforce Engagement

Level 1	Level 2	Level 3
No use cases with Level 1 maturity for this product category.	No use cases with Level 2 maturity for this product category.	 EE31 - Genesys Agent Assist WE01 - Quality Assurance and Compliance WE02 - Resource Management WE03 - Employee Performance