Genesys Cloud CX Use Cases

Maturity

2/17/2026

Contents

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

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