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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.	<ul style="list-style-type: none"><li>CE43 - Genesys Personalized Routing with Callback</li></ul>	No use cases with Level 3 maturity for this product category.

## Digital

Level 1	Level 2	Level 3
<ul style="list-style-type: none"><li>CE16 - Genesys Email Routing</li><li>CE18 - Genesys Chat Routing</li><li>CE29 - Genesys SMS Routing</li></ul>	<ul style="list-style-type: none"><li>CE27 - Genesys Co-browse</li></ul>	<ul style="list-style-type: none"><li>CE34 - Genesys Messaging</li><li>CE37 - Genesys Predictive Engagement</li></ul>

## Outbound

Level 1	Level 2	Level 3
<ul style="list-style-type: none"><li>CE12 - Genesys SMS &amp; Email Notifications</li></ul>	No use cases with Level 2 maturity for this product category.	<ul style="list-style-type: none"><li>CE11 - Genesys Outbound Dialer</li></ul>

## Open Platform

Level 1	Level 2	Level 3
<ul style="list-style-type: none"><li>OP01 - Genesys Business Communications</li><li>OP02 - Genesys CRM Collaboration</li><li>OP04 - Genesys Voice Services</li><li>OP07 - Genesys UCC Third-Party Integration</li></ul>	No use cases with Level 2 maturity for this product category.	No use cases with Level 3 maturity for this product category.

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## Self-Service and Automation

Level 1	Level 2	Level 3
<ul style="list-style-type: none"><li>CE07 - Genesys Customer Authentication</li></ul>	<ul style="list-style-type: none"><li>CE08 - Genesys Voice Payment</li><li>CE09 - Genesys IVR Personalization</li></ul>	<ul style="list-style-type: none"><li>CE31 - Genesys Chatbots</li><li>CE41 - Genesys Voicebots</li><li>EE32 - Genesys Agent Copilot</li></ul>

## 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.	<ul style="list-style-type: none"><li>EE31 - Genesys Agent Assist</li><li>WE01 - Quality Assurance and Compliance</li><li>WE02 - Resource Management</li><li>WE03 - Employee Performance</li></ul>