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Genesys Cloud CX Use Cases

Maturity

2/17/2026



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

Digital

Level 1	Level 2	Level 3
<ul style="list-style-type: none">CE16 - Genesys Email RoutingCE18 - Genesys Chat RoutingCE29 - Genesys SMS Routing	<ul style="list-style-type: none">CE27 - Genesys Co-browse	<ul style="list-style-type: none">CE34 - Genesys MessagingCE37 - Genesys Predictive Engagement

Outbound

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

Open Platform

Level 1	Level 2	Level 3
<ul style="list-style-type: none">OP01 - Genesys Business CommunicationsOP02 - Genesys CRM CollaborationOP04 - Genesys Voice ServicesOP07 - 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
<ul style="list-style-type: none">• CE07 - Genesys Customer Authentication	<ul style="list-style-type: none">• CE08 - Genesys Voice Payment	<ul style="list-style-type: none">• 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.	<ul style="list-style-type: none">• EE31 - Genesys Agent Assist• WE01 - Quality Assurance and Compliance• WE02 - Resource Management• WE03 - Employee Performance