



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Genesys Cloud CX Use Cases

Maturity



## Contents

- 1 Inbound Use Cases
- 2 Digital
- 3 Outbound
- 4 Open Platform
- 5 Self-Service and Automation
- 6 Workforce Engagement

---

## 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.

---

## 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></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>