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Genesys Cloud CX Use Cases

Genesys Open Platform

2/24/2026



Genesys Open Platform Use Cases for GenesysCloud

Sort or search the table to find the use case you need to edit. Click the title link to go to the use case.

Use Case	Subtitle
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"> Genesys Business Communications (OP01) Simplify contact center and business communications"> Genesys CRM Collaboration (OP02) Enhance routing capabilities and drive agent screenpops using Genesys Cloud CX Data Actions"> Genesys Voice Services (OP04) Telephony Connection Options"> Genesys UCC Third-Party Integration (OP07) Enable customer choice of unified communication providers and telephony solutions through integrations with popular platforms.	

