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Genesys Cloud CX Use Cases

Genesys Outbound

9/15/2025



Genesys Outbound 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 Outbound Dialer (CE11) Improve customer communications and increase sales conversion using powerful dialer capabilities"> Genesys SMS & Email Notifications (CE12) Use SMS and email to send personalized, timely and relevant notifications to customers.

