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Genesys Cloud CX Use Cases

Genesys Self-Service and Automation

2/25/2026



Genesys Self-Service and Automation 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 Customer Authentication (CE07) Identify and verify customers in your IVR"> Genesys Voice Payment (CE08) Capture payments in your IVR"> Genesys Chatbots (CE31) Use chatbots to automate customer conversations and seamlessly hand over to a chat agent when needed."> Genesys Voicebots (CE41) Use voicebots to automate customer conversations and seamlessly hand over to an agent if needed."> Genesys Agent Copilot (EE32) Automatically surface contextually relevant information from a knowledge base during customer conversations.	

