Genesys Cloud CX Use Cases

Genesys Workforce Engagement

6/10/2026

Genesys Workforce Engagement 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 Agent Assist (EE31) Monitor conversations between the customer and agent to surface contextually relevant knowledge and FAQs."> Quality Assurance and Compliance (WE01) Improve quality of agent handling of interactions by deriving insights from interaction recording along with recorded desktop activity, quality evaluations, speech & text analytics and post-interaction survey."> Resource Management (WE02) Optimize workforce planning and scheduling across all channels. Automate forecasting, scheduling and improve employee engagement."> Employee Performance (WE03) Agent Skills development, Performance management and Gamification