

# **GENESYS**

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Genesys Cloud CX Use Cases

Explore all Genesys Cloud CX use cases. See the first tab (All) for a full list of use cases, or filter by product category.

#### All

Sort or search the table to find the use case you want to view, then click the title.

ID	Title	<b>Product Category</b>	Subtitle
ID	Title	<b>Product Category</b>	Subtitle

"> BO01 Genesys Work Automation Digital Extend journey orchestration to backoffice workflows" > CE07 Genesys Customer Authentication Self-Service and Automation Identify and verify customers in your IVR"> CE08 Genesys Voice Payment Self-Service and Automation Capture payments in your IVR"> CE09 Genesys IVR Personalization Self-Service and Automation Increase self-service by personalizing your IVR"> CE11 Genesys Outbound Dialer Outbound Improve customer communications and increase sales conversion using powerful dialer capabilities" > CE12 Genesys SMS & Email Notifications Outbound Use SMS and email to send personalized, timely and relevant notifications to customers."> CE16 Genesys Email Routing Digital Route email interactions to the best skilled resource"> CE18 Genesys Chat Routing Digital Route chat interactions to the best skilled resource"> CE27 Genesys Co-browse Digital Extend web messaging, voice or chat interactions with Co-browse" > CE29 Genesys SMS Routing Digital Route SMS interactions to the best resource"> CE31 Genesys Chatbots Self-Service and Automation Use chatbots to automate customer conversations and seamlessly hand over to a chat agent when needed."> CE34 Genesys Messaging Digital Offer a powerful new way for customers to connect with you directly in Messages" > CE37 Genesys Predictive Engagement Digital Use Al powered journey analytics to observe website activity, predict visitor outcomes, and proactively engage with prospects and customers via agent-assisted chat, content offer or chatbot." > CE41 Genesys Voicebots Self-Service and Automation Use voicebots to automate customer conversations and seamlessly hand over to an agent if needed." > CE43 Genesys Personalized Routing with Callback Inbound Route voice interactions to the best skilled resource with personalization and

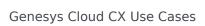
callback option" > EE31 Genesys Agent Assist Workforce Engagement Monitor conversations between the customer and agent to surface contextually relevant knowledge and FAQs." > OP01 Genesys Business Communications Open Platform Simplify contact center and business communications"> OP02 Genesys CRM Collaboration Open Platform Enhance routing capabilities and drive agent screenpops using Genesys Cloud CX Data Actions"> OP04 Genesys Voice Services Open Platform Telephony Connection Options" > OP07 Genesys UCC Third-Party Integration Open Platform Enable customer choice of unified communication providers and telephony solutions through integrations with popular platforms." > WE01 Quality Assurance and Compliance Workforce Engagement 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."> WE02 Resource Management Workforce Engagement Optimize workforce planning and scheduling across all channels. Automate forecasting, scheduling and improve employee engagement."> WE03 Employee Performance Workforce Engagement Agent Skills development, Performance management and Gamification

## Digital

Sort or search the table to find the Digital use case you want to view, then click the title.

Use Case	Subtitle
Use Case	Subtitle

"> Genesys Work Automation (BO01) Extend journey orchestration to back-office workflows"> Genesys Email Routing (CE16) Route email interactions to the best skilled resource"> Genesys Chat Routing (CE18) Route chat interactions to the best skilled resource"> Genesys Co-browse (CE27) Extend web messaging, voice or chat interactions with Co-browse"> Genesys SMS Routing (CE29) Route SMS interactions to the best resource"> Genesys Messaging (CE34) Offer a powerful new way for customers to connect with you directly in Messages"> Genesys Predictive Engagement (CE37) Use AI powered journey analytics to observe website activity, predict visitor outcomes, and proactively engage with prospects and customers via agent-assisted chat, content offer or chatbot.



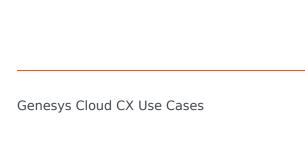


#### Self-service and automation

Sort or search the table to find the Self-Service and Automation use case you want to view, then click the title.

Use Case	Subtitle
Use Case	Subtitle

"> Genesys Customer Authentication (CE07) Identify and verify customers in your IVR"> Genesys Voice Payment (CE08) Capture payments in your IVR"> Genesys IVR Personalization (CE09) Increase self-service by personalizing 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.



#### Inbound

Sort or search the table to find the Inbound use case you want to view, then click the title.

Use Case	Subtitle
Use Case	Subtitle

<sup>&</sup>quot;> Genesys Personalized Routing with Callback (CE43) Route voice interactions to the best skilled resource with personalization and callback option



#### Outbound

Sort or search the table to find the Outbound use case you want to view, then click the title.

Use Case	Subtitle
Use Case	Subtitle

<sup>&</sup>quot;> 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.



# Workforce engagement

Sort or search the table to find the Workforce Engagement use case you want to view, then click the title.

Use Case	Subtitle
Use Case	Subtitle

"> 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

## Open Platform

Sort or search the table to find the Open Platform use case you want to view, then click the title.

Use Case	Subtitle
Use Case	Subtitle

<sup>&</sup>quot;> 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.



Genesys C	loud	CX	Use	Cases
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