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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	Product Category	Subtitle
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"> BO01 Genesys Work Automation Digital Extend journey orchestration to back-office 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 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."> 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

"> 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

"> 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

"> 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.

