



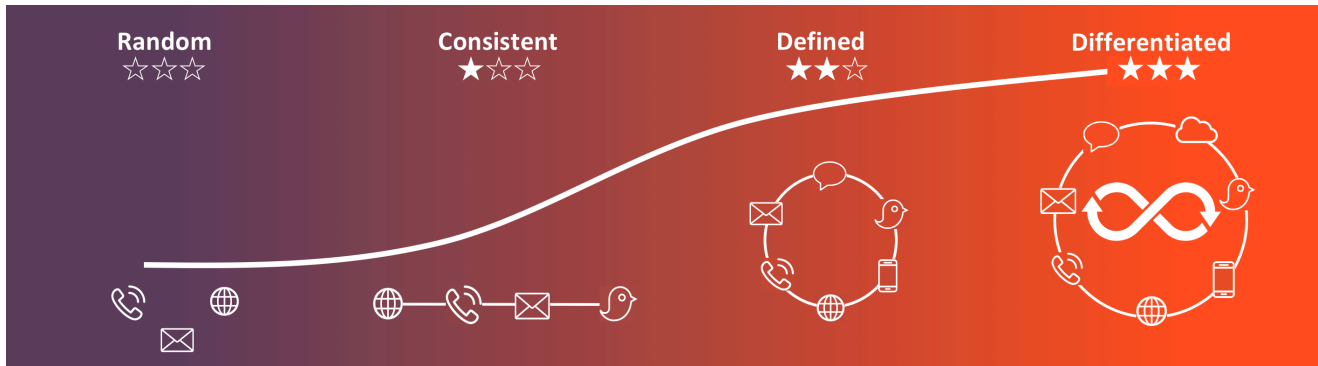
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Genesys Cloud CX Maturity Level

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Expand all collapsed parts of the form



Select a product category

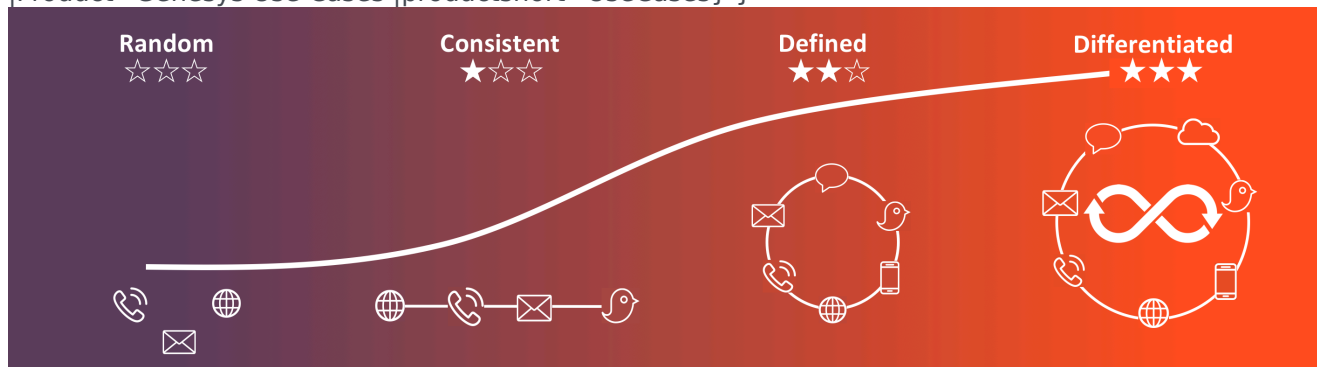
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Go!



Digital - Maturity Level for GenesysCloud

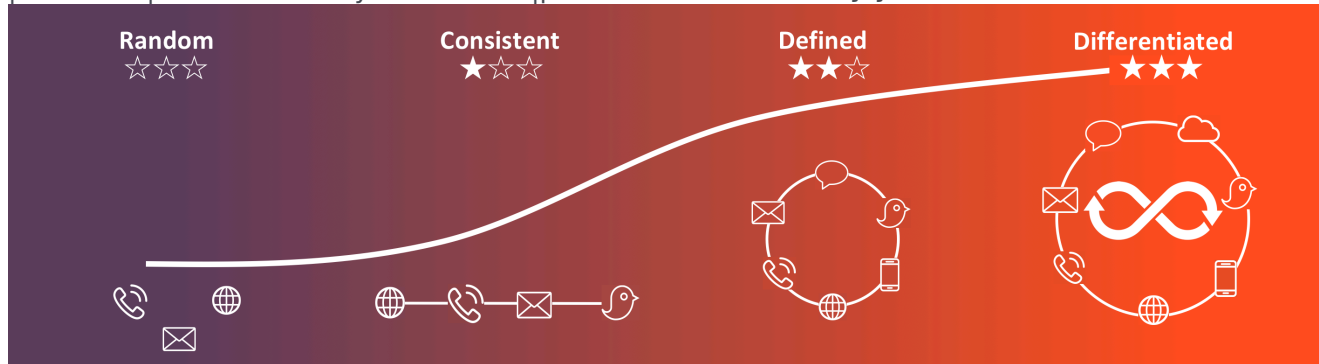
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{{ #cargo_store:_table=Article |Platform= |DisplayName=Digital |TocName= |Dimension= |Context= |Product=Genesys Use Cases |productshort=UseCases} - }
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Consistent	Defined	Differentiated
<ul style="list-style-type: none"> • CE16 - Genesys Email Routing • CE18 - Genesys Chat Routing • CE29 - Genesys SMS Routing 	<ul style="list-style-type: none"> • CE27 - Genesys Co-browse 	<ul style="list-style-type: none"> • CE34 - Genesys Messaging • CE37 - Genesys Predictive Engagement

Inbound - Maturity Level for GenesysCloud

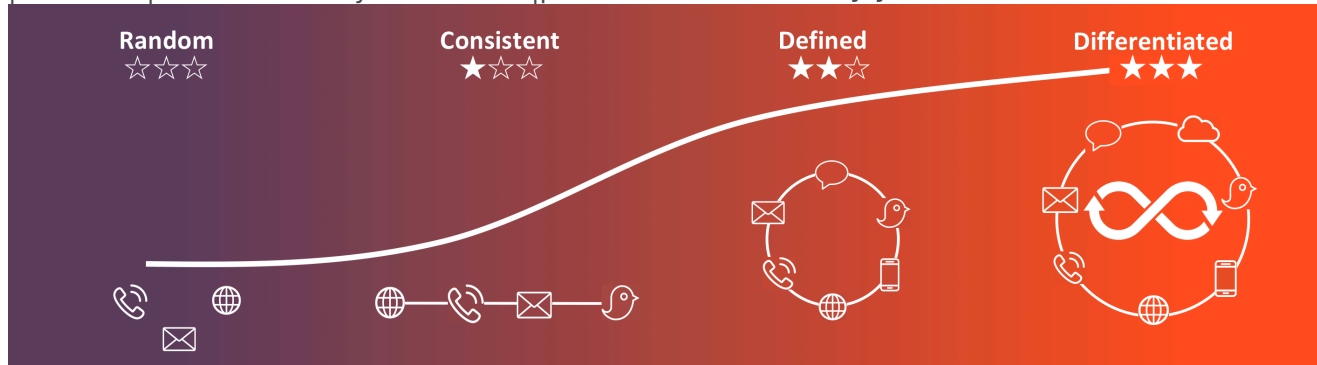
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|Context= |Product=Genesys Use Cases |productshort=UseCases} }
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Consistent	Defined	Differentiated
No use cases with Consistent maturity for this product category.	<ul style="list-style-type: none"> CE43 - Genesys Personalized Routing with Callback 	No use cases with Differentiated maturity for this product category.

Marketing - Maturity Level for GenesysCloud

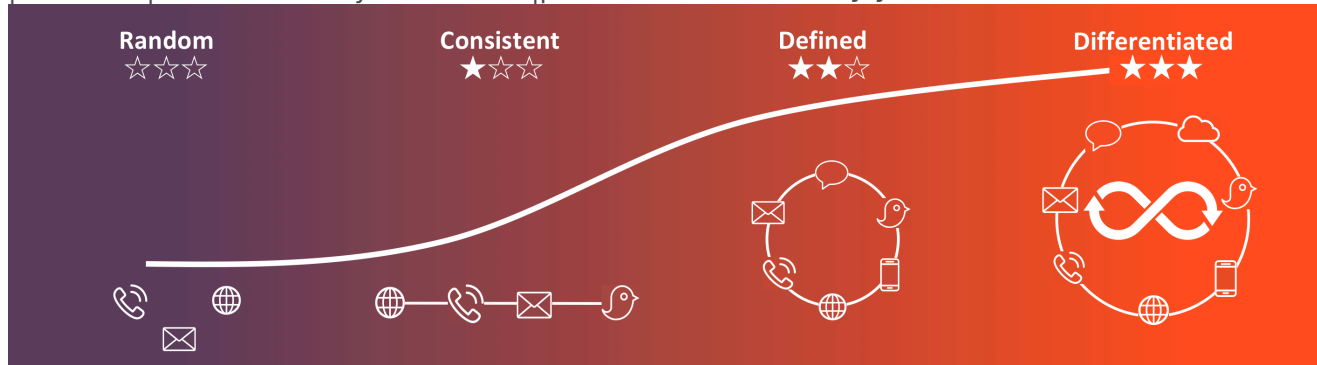
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|Context= |Product=Genesys Use Cases |productshort=UseCases} }
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Consistent	Defined	Differentiated
No use cases with Consistent maturity for this product category.	No use cases with Defined maturity for this product category.	No use cases with Differentiated maturity for this product category.

Open Platform - Maturity Level for GenesysCloud

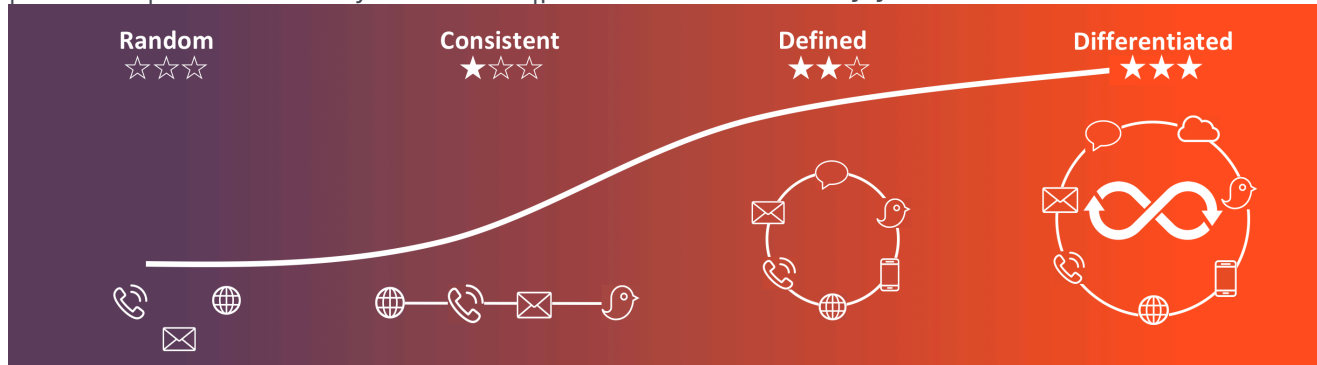
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```



Consistent	Defined	Differentiated
<ul style="list-style-type: none"> OP01 - Genesys Business Communications OP02 - Genesys CRM Collaboration OP04 - Genesys Voice Services OP07 - Genesys UCC Third-Party Integration 	<p>No use cases with Defined maturity for this product category.</p>	<p>No use cases with Differentiated maturity for this product category.</p>

Outbound - Maturity Level for GenesysCloud

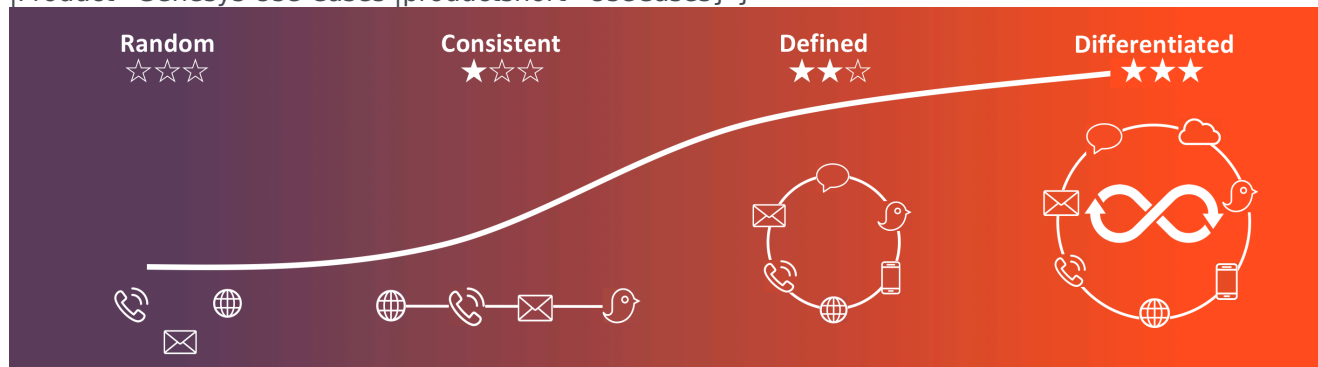
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Consistent	Defined	Differentiated
<ul style="list-style-type: none"> CE12 - Genesys SMS & Email Notifications 	No use cases with Defined maturity for this product category.	<ul style="list-style-type: none"> CE11 - Genesys Outbound Dialer

Sales - Maturity Level for GenesysCloud

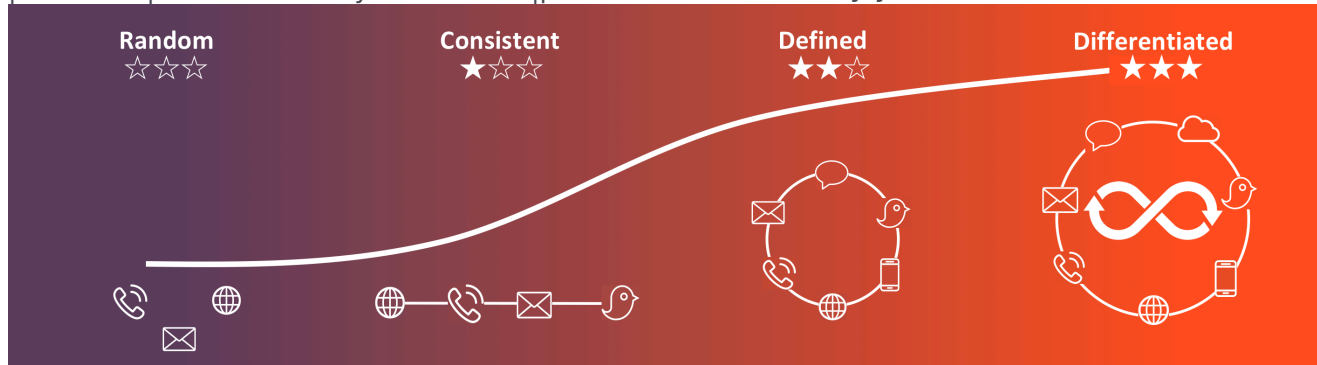
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Consistent	Defined	Differentiated
No use cases with Consistent maturity for this product category.	No use cases with Defined maturity for this product category.	No use cases with Differentiated maturity for this product category.

Self-service and Automation - Maturity Level for GenesysCloud

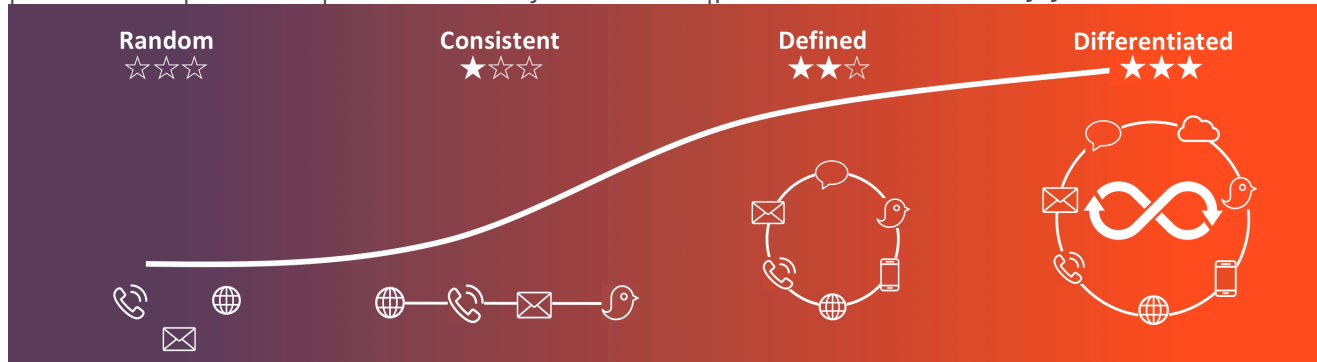
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Consistent	Defined	Differentiated
<ul style="list-style-type: none"> CE07 - Genesys Customer Authentication 	<ul style="list-style-type: none"> CE08 - Genesys Voice Payment 	<ul style="list-style-type: none"> CE31 - Genesys Chatbots CE41 - Genesys Voicebots EE32 - Genesys Agent Copilot

Workforce Engagement - Maturity Level for GenesysCloud

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Consistent	Defined	Differentiated
<p>No use cases with Consistent maturity for this product category.</p>	<p>No use cases with Defined maturity for this product category.</p>	<ul style="list-style-type: none"> • EE31 - Genesys Agent Assist • WE01 - Quality Assurance and Compliance • WE02 - Resource Management • WE03 - Employee Performance