



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Cloud CX Maturity Level

Digital - Maturity Level for GenesysCloud

```
{{ #cargo_store:_table=Article |Platform= |DisplayName=Digital |TocName= |Dimension= |Context= |Product=Genesys Use Cases |productshort=UseCases} }
```



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