GENESYS™

Genesys Cloud CX Maturity Level

Digital - Maturity Level for GenesysCloud

5/5/2026

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

Consistent	Defined	Differentiated
• CE16 - Genesys Email Routing • CE18 - Genesys Chat Routing • CE29 - Genesys SMS Routing	• CE27 - Genesys Co-browse	• CE34 - Genesys Messaging • CE37 - Genesys Predictive Engagement