



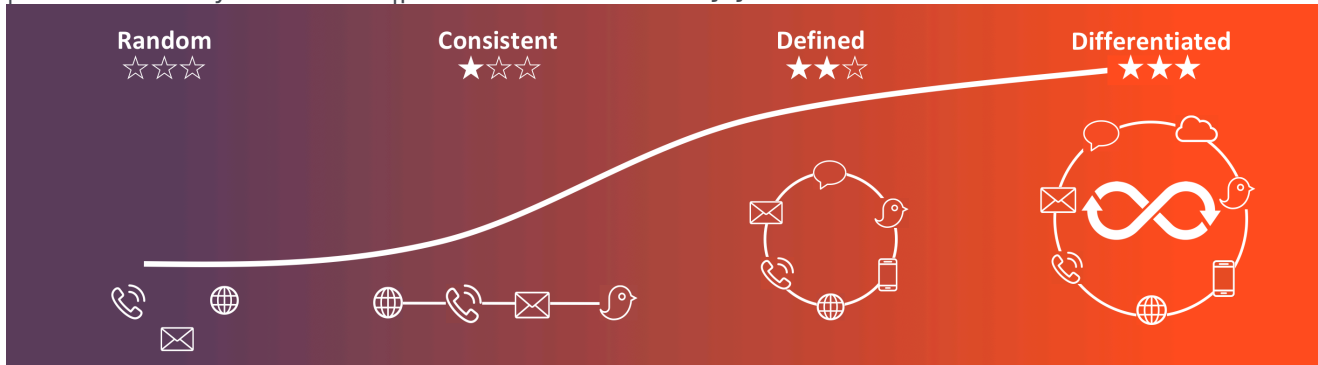
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Genesys Cloud CX Maturity Level

Digital - Maturity Level for GenesysCloud

9/1/2024

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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