



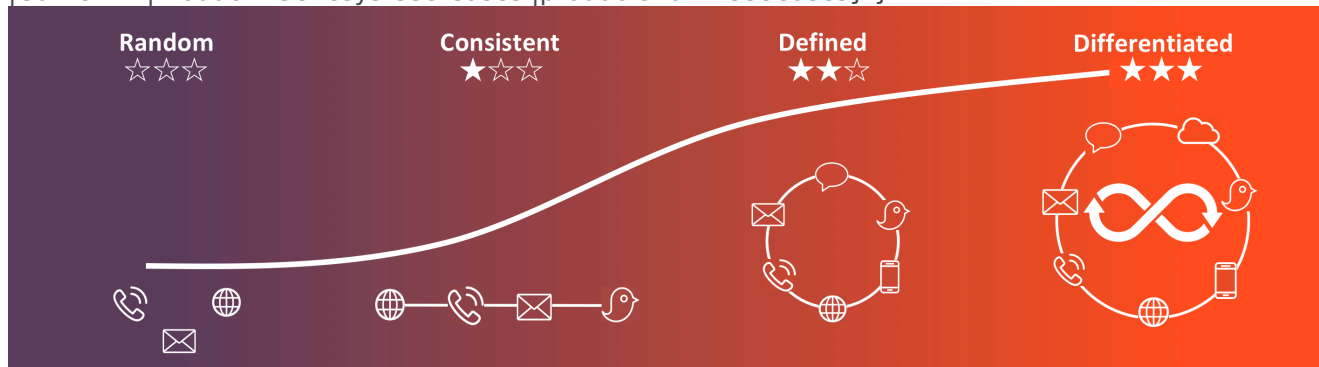
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Genesys Cloud CX Maturity Level

Inbound - Maturity Level for GenesysCloud

8/26/2025

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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.