



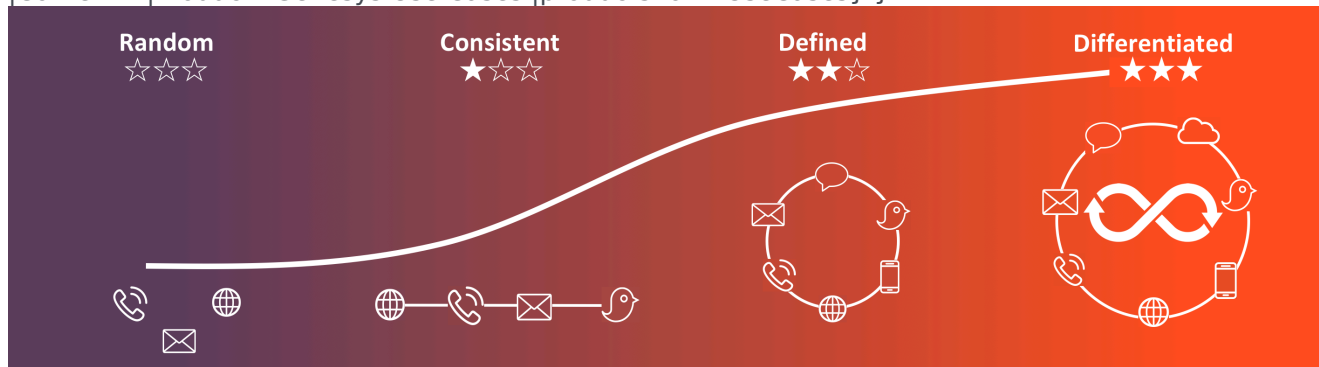
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# Genesys Cloud CX Maturity Level

Open Platform - Maturity Level for GenesysCloud

9/10/2025

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



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