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Genesys Cloud CX Maturity Level

Outbound - Maturity Level for GenesysCloud

4/2/2026

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



Consistent	Defined	Differentiated
<ul style="list-style-type: none"> CE12 - Genesys SMS & Email Notifications 	No use cases with Defined maturity for this product category.	<ul style="list-style-type: none"> CE11 - Genesys Outbound Dialer