

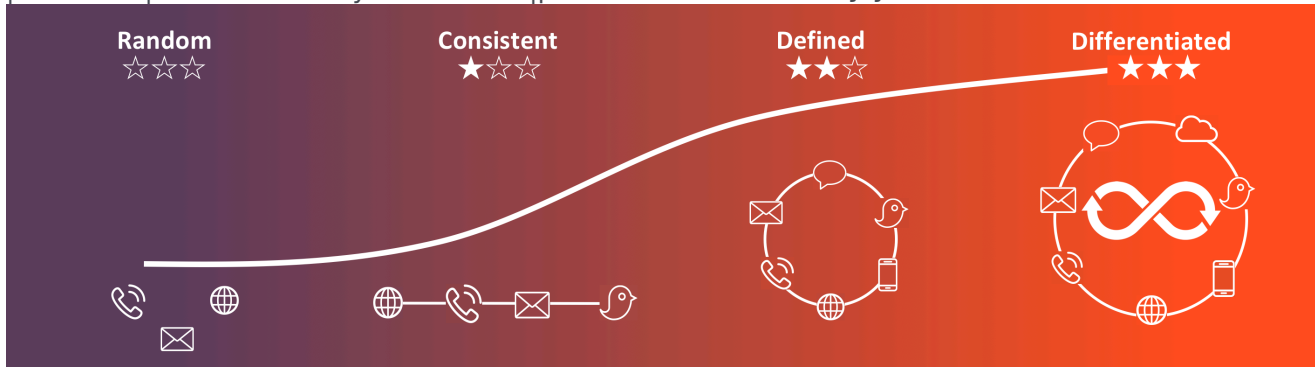


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# Genesys Cloud CX Maturity Level

Self-service and Automation - Maturity Level for GenesysCloud

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



Consistent	Defined	Differentiated
<ul style="list-style-type: none"> <li>CE07 - Genesys Customer Authentication</li> </ul>	<ul style="list-style-type: none"> <li>CE08 - Genesys Voice Payment</li> </ul>	<ul style="list-style-type: none"> <li>CE31 - Genesys Chatbots</li> <li>CE41 - Genesys Voicebots</li> <li>EE32 - Genesys Agent Copilot</li> </ul>