

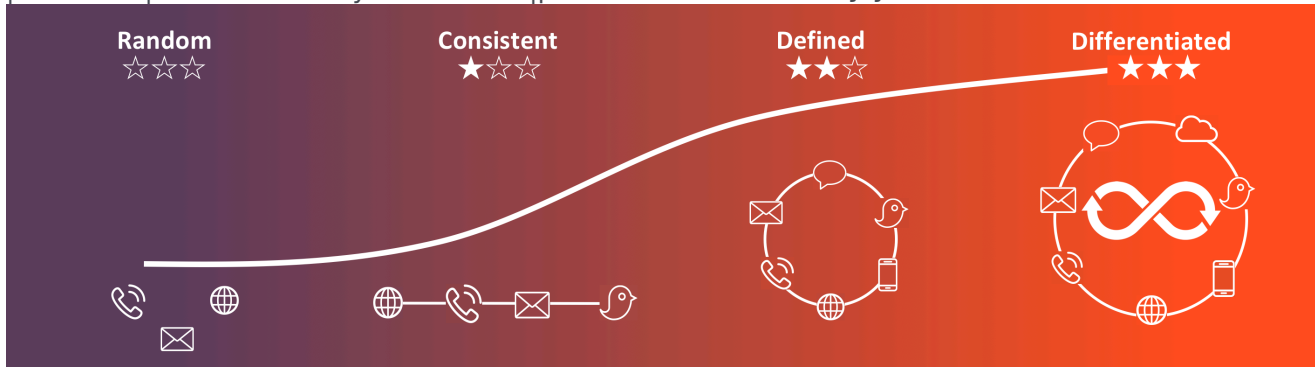


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Genesys Cloud CX Maturity Level

Self-service and Automation - Maturity Level for GenesysCloud

```
{ {#cargo_store:_table=Article |Platform= |DisplayName=Selfservice |TocName= |Dimension=
|Context= |Product=Genesys Use Cases |productshort=UseCases} }
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Consistent	Defined	Differentiated
<ul style="list-style-type: none"> CE07 - Genesys Customer Authentication 	<ul style="list-style-type: none"> CE08 - Genesys Voice Payment 	<ul style="list-style-type: none"> CE31 - Genesys Chatbots CE41 - Genesys Voicebots EE32 - Genesys Agent Copilot