



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

## Genesys Mutlicloud CX Use Cases

# Table of Contents

|   |    |
|---|----|
| <b>Explore</b>                          |    |
| Genesys Multicloud CX Use Case Benefits | 18 |
| Interdependencies                       | 19 |
| Maturity                                | 20 |
| <b>List All</b>                         |    |

---

Explore all Genesys Mutlicloud CX use cases. See the first tab (**All**) for a full list of use cases, or filter by product category.

## All

Sort or search the table to find the use case you want to view, then click the title.

*No results*

## Digital

Sort or search the table to find the Digital use case you want to view, then click the title.

*No results*



---

## Self-service and automation

Sort or search the table to find the Self-Service and Automation use case you want to view, then click the title.

***No results***





---

## Inbound

Sort or search the table to find the Inbound use case you want to view, then click the title.

***No results***





---

## Outbound

Sort or search the table to find the Outbound use case you want to view, then click the title.

***No results***





---

## Workforce engagement

Sort or search the table to find the Workforce Engagement use case you want to view, then click the title.

***No results***



---

## Open Platform

Sort or search the table to find the Open Platform use case you want to view, then click the title.

***No results***







# Genesys Multicloud CX Use Case Benefits

This page lists all Genesys Multicloud CX business benefits and the corresponding use case documents that help realize those benefits.

*No results*

*No results*

# Interdependencies

This page lists all Genesys MultiCloud CX use cases and their mandatory / Optional interdependencies as well as any exceptions which they cannot be implemented with..

# Maturity



## Contents

- 1 Inbound Use Cases
- 2 Digital
- 3 Outbound
- 4 Open Platform
- 5 Self-Service and Automation
- 6 Workforce Engagement

## Inbound Use Cases

| Level 1   | Level 2   | Level 3   |
|---|---|---|
| No use cases with Level 1 maturity for this product category. | No use cases with Level 2 maturity for this product category. | No use cases with Level 3 maturity for this product category. |

## Digital

| Level 1   | Level 2   | Level 3   |
|---|---|---|
| No use cases with Level 1 maturity for this product category. | No use cases with Level 2 maturity for this product category. | No use cases with Level 3 maturity for this product category. |

## Outbound

| Level 1   | Level 2   | Level 3   |
|---|---|---|
| No use cases with Level 1 maturity for this product category. | No use cases with Level 2 maturity for this product category. | No use cases with Level 3 maturity for this product category. |

## Open Platform

| Level 1   | Level 2   | Level 3   |
|---|---|---|
| No use cases with Level 1 maturity for this product category. | No use cases with Level 2 maturity for this product category. | No use cases with Level 3 maturity for this product category. |

## Self-Service and Automation

| Level 1   | Level 2   | Level 3   |
|---|---|---|
| No use cases with Level 1 maturity for this product category. | No use cases with Level 2 maturity for this product category. | No use cases with Level 3 maturity for this product category. |

## Workforce Engagement

| Level 1   | Level 2   | Level 3   |
|---|---|---|
| No use cases with Level 1 maturity for this product category. | No use cases with Level 2 maturity for this product category. | No use cases with Level 3 maturity for this product category. |