

GENESYS

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Genesys Mutlicloud CX Use Cases

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List All	

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

AII

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.



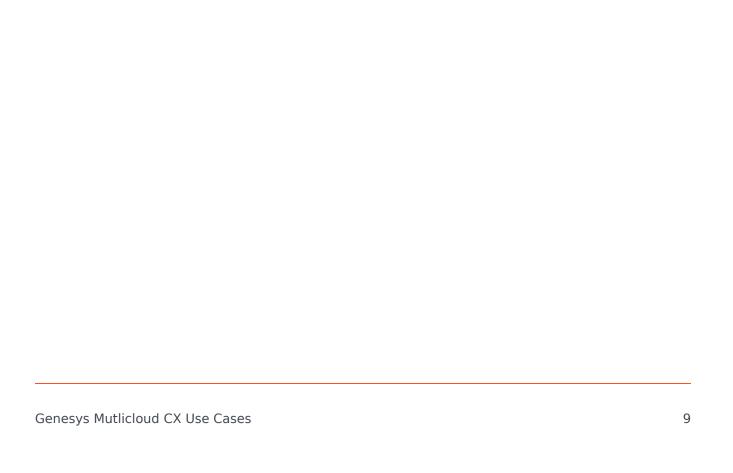
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Self-service and automation	
Sort or search the table to find the Self-Service and Automation use	
case you want to view, then click the title. No results	





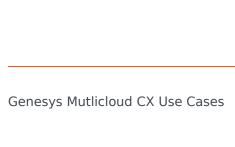
Inbound

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



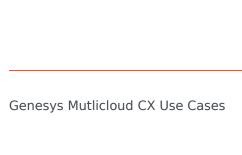
Outbound
Sort or search the table to find the Outbound use case you want to view, then click the title. No results





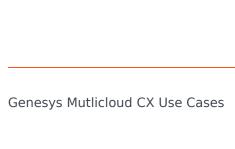
Workforce engagement

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



to





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

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



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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.