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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.

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



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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.