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## Genesys Multicloud CX Use Cases

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## List All

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Explore all Genesys Multicloud 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*



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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*





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## Inbound

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

*No results*



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## Outbound

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

***No results***





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## Workforce engagement

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

***No results***



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## 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

<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>
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

<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>
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

<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>
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

<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>
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

<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>
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.

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## Workforce Engagement

<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>
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.