



Genesys Engage Cloud Use Cases

Genesys Digital

Use Cases for Genesys Engage cloud

Sort or search the table to find the use case you need to edit. Click the title link to go to the use case.

Use Case	Subtitle
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"> Genesys Work and Lead Distribution (BO02) Optimizing work distribution across the enterprise to deliver all promises on time"> Genesys Email Routing (CE16) Route email interactions to the best skilled resource"> Genesys Chat Routing (CE18) Route chat interactions to the best skilled resource"> Genesys Social Media Routing (CE19) Engage with your customers through social channels"> Genesys Digital Callback (CE22) Enable customers to request a callback from your website or app"> Genesys Co-browse (CE27) Extend voice or chat interactions with co-browse"> Genesys SMS Routing (CE29) Route SMS interactions to the best resource"> Genesys Messaging (CE34) Offer a powerful new way for customers to connect with you directly in Messages"> Genesys Predictive Engagement (CE37) Use AI powered journey analytics to observe website activity, predict visitor outcomes, and proactively engage with prospects and customers via agent-assisted chat, content offer or chatbot.



