



Genesys Engage Cloud Use Cases

Genesys Inbound



Genesys Inbound 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
Use Case	Subtitle

"> Genesys Predictive Routing for Customer Service (BO06) Place CX and agent efficiency at the center of your routing decisions using AI to match each customer interaction with the best agent"> Genesys Call Routing (CE01) Route voice interactions to the best skilled resource"> Genesys Callback (CE03) Offer callback to queuing callers"> Genesys Personalized Routing with Callback (CE43) Route voice interactions to the best skilled resource with personalization and callback option"> Genesys Predictive Routing for Sales (SL06) Place revenue generation at the center of your routing decisions by using AI to match each customer opportunity with the best agent



