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# Genesys Mutlicloud CX Use Cases

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.