Genesys Mutlicloud CX Use Cases

Maturity

12/18/2025

Contents

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.