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# Genesys Multicloud CX Use Cases

Genesys Self-Service and Automation



## Genesys Self-Service and Automation Use Cases for Genesys Multicloud CX

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 Customer Authentication (CE07) Identify and verify customers in your IVR"> Genesys Voice Payment (CE08) Capture payments in your IVR"> Genesys Knowledge Management (CE28) Offer FAQs to customers and a knowledge library to employees"> Genesys Chatbots (CE31) Use chatbots to automate customer conversations and seamlessly hand over to a live agent when needed."> Genesys Voicebots (CE41) Use voicebots to automate customer conversations and seamlessly hand over to an agent if needed.



