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# Genesys Multicloud CX Use Cases

Genesys Workforce Engagement



## Genesys Workforce Engagement 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
"> Genesys Training and Activity Scheduling (EE12) Manage training, coaching and offline activities scheduling across the workforce"> Genesys IVR Recording (EE21) Record the entire IVR interaction"> Genesys WFM Third-Party Integration (EE27) Enable bi-directional Integration of WFM with 3rd party systems"> Genesys Task-based Scheduling (EE28) Control the scheduling of the sequence of task agents work on"> Genesys Forecasting and Scheduling (WF01) Optimize employee utilization and operational effectiveness by forecasting and scheduling for all omnichannel interactions while empowering staff through various scheduling techniques and empower employees with self-administration of their schedule."> Genesys Interaction Analytics (WF02) Achieve deeper operational insights with speech and text analytics improving agent and customer experiences while enforcing compliance and legal responsibilities."> Genesys Speech Analytics (WF03) Gain basic insight into voice interactions using speech analytics"> Genesys Interaction Recording (WF04) Record all interactions to improve training, compliance and efficiency."> Genesys Voice and Screen Recording (WF05) Record voice and screen interactions"> Genesys Quality Management (WF06) Improve employee performance with quality management	

