GENESYS™

Genesys Engage On-Premises Use Cases

Genesys Inbound

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Genesys Inbound Use Cases for Genesys Engage on-premises

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
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"> 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 KPI Insights (BO07) Monitor and analyze interaction data to detect addressable service level anomalies"> Genesys Call Routing (CE01) Route voice interactions to the best skilled resource"> Genesys Personalized Routing (CE02) Apply personalized routing to voice interactions"> Genesys Callback (CE03) Offer callback to queuing callers"> Genesys Click-to-Call (CE21) Enable click-to-call from your website or app to improve service and conversions"> 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