



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Genesys Engage On-Premises Use Cases

Genesys Inbound



# 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 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| Use Case                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Subtitle |
| "> 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 |          |

