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# Genesys Engage On-Premises Use Cases

Interdependencies

4/14/2024

This page lists all Genesys Engage On-Premises use cases and their mandatory / Optional interdependencies as well as any exceptions which they cannot be implemented with..

Use Case	All of the following required:	At least one of the following required:	Optional	Cannot be implemented with the following:
			<ul style="list-style-type: none"> <li>Genesys Email Routing (CE16)</li> </ul>	
	<ul style="list-style-type: none"> <li>Genesys Work and Lead Distribution (BO02)</li> </ul>			
	<ul style="list-style-type: none"> <li>Genesys Work and Lead Distribution (BO02)</li> </ul>		<ul style="list-style-type: none"> <li>Genesys Task Distribution-Workgroup (BO03)</li> </ul>	
		<ul style="list-style-type: none"> <li>Genesys Call Routing (CE01)</li> <li>Genesys Personalized Routing (CE02)</li> </ul>	<ul style="list-style-type: none"> <li>Genesys Email Routing (CE16)</li> <li>Genesys Chat Routing (CE18)</li> <li>Genesys Social Media Routing (CE19)</li> <li>Genesys Performance Management (EE14)</li> </ul>	<ul style="list-style-type: none"> <li>Genesys Callback (CE03)</li> <li>Genesys Customer Authentication (CE07)</li> <li>Genesys Voice Payment (CE08)</li> <li>Genesys IVR Personalization (CE09)</li> <li>Genesys Multimodal IVR (CE10)</li> <li>Genesys Outbound Dialer (CE11)</li> </ul>

Use Case	All of the following required:	At least one of the following required:	Optional	Cannot be implemented with the following:
				<ul style="list-style-type: none"> <li>• Genesys SMS &amp; Email Notifications (CE12)</li> <li>• Genesys Co-browse (CE27)</li> <li>• Genesys Knowledge Management (CE28)</li> <li>• Genesys Chatbots (CE31)</li> <li>• Genesys Voicebots (CE41)</li> </ul>
		<ul style="list-style-type: none"> <li>• Genesys Call Routing (CE01)</li> <li>• Genesys Personalized Routing (CE02)</li> <li>• Genesys Email Routing (CE16)</li> <li>• Genesys Chat Routing (CE18)</li> </ul>		
		<ul style="list-style-type: none"> <li>• Genesys Work and Lead Distribution (BO02)</li> <li>• Genesys Task Distribution-Workgroup (BO03)</li> </ul>	<ul style="list-style-type: none"> <li>• Genesys Call Routing (CE01)</li> <li>• Genesys Callback (CE03)</li> <li>• Genesys IVR Personalization (CE09)</li> <li>• Genesys Outbound Dialer (CE11)</li> <li>• Genesys SMS &amp; Email Notifications</li> </ul>	

Use Case	All of the following required:	At least one of the following required:	Optional	Cannot be implemented with the following:
			(CE12) <ul style="list-style-type: none"> <li>• Genesys Email Routing (CE16)</li> <li>• Genesys Chat Routing (CE18)</li> <li>• Genesys Social Media Routing (CE19)</li> <li>• Genesys Personalized Digital Routing (CE20)</li> <li>• Genesys Digital Callback (CE22)</li> <li>• Genesys Co-browse (CE27)</li> <li>• Genesys Messaging (CE34)</li> </ul>	
			<ul style="list-style-type: none"> <li>• Genesys Customer Authentication (CE07)</li> </ul>	
		<ul style="list-style-type: none"> <li>• Genesys Call Routing (CE01)</li> <li>• Genesys Personalized Routing (CE02)</li> </ul>		
			<ul style="list-style-type: none"> <li>• Genesys Personalized Routing (CE02)</li> </ul>	
	<ul style="list-style-type: none"> <li>• Genesys Customer Authentication (CE07)</li> </ul>	<ul style="list-style-type: none"> <li>• Genesys Call Routing (CE01)</li> </ul>		

Use Case	All of the following required:	At least one of the following required:	Optional	Cannot be implemented with the following:
		<ul style="list-style-type: none"> <li>Genesys Personalized Routing (CE02)</li> </ul>		
			<ul style="list-style-type: none"> <li>Genesys Customer Authentication (CE07)</li> <li>Genesys Voice Payment (CE08)</li> <li>Genesys IVR Personalization (CE09)</li> </ul>	
	<ul style="list-style-type: none"> <li>Genesys Call Routing (CE01)</li> </ul>			
	<ul style="list-style-type: none"> <li>Genesys Outbound Dialer (CE11)</li> <li>Genesys SMS &amp; Email Notifications (CE12)</li> </ul>		<ul style="list-style-type: none"> <li>Genesys Call Routing (CE01)</li> <li>Genesys Email Routing (CE16)</li> <li>Genesys SMS Routing (CE29)</li> </ul>	
			<ul style="list-style-type: none"> <li>Genesys Work and Lead Distribution (BO02)</li> </ul>	
		<ul style="list-style-type: none"> <li>Genesys Email Routing (CE16)</li> <li>Genesys Chat Routing (CE18)</li> <li>Genesys SMS Routing (CE29)</li> </ul>		
		<ul style="list-style-type: none"> <li></li> </ul>		

Use Case	All of the following required:	At least one of the following required:	Optional	Cannot be implemented with the following:
		<ul style="list-style-type: none"> <li>• Genesys Call Routing (CE01)</li> <li>• Genesys Personalized Routing (CE02)</li> <li>• Genesys Chat Routing (CE18)</li> <li>• Genesys Click-to-Call (CE21)</li> <li>• Genesys Digital Callback (CE22)</li> </ul>		
		<ul style="list-style-type: none"> <li>• Genesys Chat Routing (CE18)</li> <li>• Genesys Social Media Routing (CE19)</li> <li>• Genesys SMS Routing (CE29)</li> <li>• Genesys Messaging (CE34)</li> </ul>	<ul style="list-style-type: none"> <li>• Genesys Personalized Digital Routing (CE20)</li> <li>• Genesys Knowledge Management (CE28)</li> <li>• Genesys Predictive Engagement (CE37)</li> </ul>	
			<ul style="list-style-type: none"> <li>• Genesys Social Media Routing (CE19)</li> <li>• Genesys Chatbots (CE31)</li> </ul>	
		<ul style="list-style-type: none"> <li>• Genesys Chat Routing (CE18)</li> <li>• Genesys Chatbots (CE31)</li> </ul>		

Use Case	All of the following required:	At least one of the following required:	Optional	Cannot be implemented with the following:
	<ul style="list-style-type: none"> <li>Genesys Call Routing (CE01)</li> </ul>		<ul style="list-style-type: none"> <li>Genesys Predictive Routing for Customer Service (BO06)</li> <li>Genesys Knowledge Management (CE28)</li> </ul>	
		<ul style="list-style-type: none"> <li>Genesys Call Routing (CE01)</li> <li>Genesys Personalized Routing (CE02)</li> </ul>		
		<ul style="list-style-type: none"> <li>Genesys Email Routing (CE16)</li> <li>Genesys Chat Routing (CE18)</li> <li>Genesys Social Media Routing (CE19)</li> <li>Genesys SMS Routing (CE29)</li> </ul>		
		<ul style="list-style-type: none"> <li>Genesys Workforce Scheduling for Voice (EE01)</li> <li>Genesys Omnichannel Workforce Scheduling (EE02)</li> <li>Genesys Back-office Scheduling (EE26)</li> </ul>		
		<ul style="list-style-type: none"> <li></li> </ul>		

Use Case	All of the following required:	At least one of the following required:	Optional	Cannot be implemented with the following:
		<ul style="list-style-type: none"> <li>• Genesys Call Routing (CE01)</li> <li>• Genesys Personalized Routing (CE02)</li> <li>• Genesys Email Routing (CE16)</li> <li>• Genesys Social Media Routing (CE19)</li> <li>• Genesys SMS Routing (CE29)</li> <li>• Genesys Workforce Scheduling for Voice (EE01)</li> <li>• Genesys Omnichannel Workforce Scheduling (EE02)</li> </ul>		
		<ul style="list-style-type: none"> <li>• Genesys Call Routing (CE01)</li> <li>• Genesys Personalized Routing (CE02)</li> </ul>		
		<ul style="list-style-type: none"> <li>• Genesys Call Routing (CE01)</li> <li>• Genesys Personalized Routing (CE02)</li> </ul>		
		<ul style="list-style-type: none"> <li>• Genesys Voice Recording (EE07)</li> <li>• Genesys Voice and Screen Recording (EE08)</li> </ul>		



Use Case	All of the following required:	At least one of the following required:	Optional	Cannot be implemented with the following:
		<ul style="list-style-type: none"> <li>• Genesys Workforce Scheduling for Voice (EE01)</li> <li>• Genesys Omnichannel Workforce Scheduling (EE02)</li> <li>• Genesys Back-office Scheduling (EE26)</li> </ul>		
		<ul style="list-style-type: none"> <li>• Genesys Workforce Scheduling for Voice (EE01)</li> <li>• Genesys Omnichannel Workforce Scheduling (EE02)</li> <li>• Genesys Back-office Scheduling (EE26)</li> </ul>		
		<ul style="list-style-type: none"> <li>• Genesys Workforce Scheduling for Voice (EE01)</li> <li>• Genesys Omnichannel Workforce Scheduling (EE02)</li> <li>• Genesys Back-office Scheduling (EE26)</li> </ul>		
		<ul style="list-style-type: none"> <li>• Genesys</li> </ul>		

Use Case	All of the following required:	At least one of the following required:	Optional	Cannot be implemented with the following:
		Workforce Scheduling for Voice (EE01) <ul style="list-style-type: none"> <li>• Genesys Omnichannel Workforce Scheduling (EE02)</li> <li>• Genesys Back-office Scheduling (EE26)</li> </ul>		
		<ul style="list-style-type: none"> <li>• Genesys Workforce Scheduling for Voice (EE01)</li> <li>• Genesys Omnichannel Workforce Scheduling (EE02)</li> <li>• Genesys Back-office Scheduling (EE26)</li> </ul>		
		<ul style="list-style-type: none"> <li>• Genesys Workforce Scheduling for Voice (EE01)</li> <li>• Genesys Omnichannel Workforce Scheduling (EE02)</li> <li>• Genesys Back-office Scheduling (EE26)</li> </ul>		
		<ul style="list-style-type: none"> <li>• Genesys</li> </ul>		

Use Case	All of the following required:	At least one of the following required:	Optional	Cannot be implemented with the following:
		Performance Management (EE14) <ul style="list-style-type: none"> <li>Genesys Skills Management (EE16)</li> </ul>		
	<ul style="list-style-type: none"> <li>Genesys Skills Assessment (EE13)</li> <li>Genesys Performance Management (EE14)</li> </ul>			
	<ul style="list-style-type: none"> <li>Genesys Skills Management (EE16)</li> </ul>			
	<ul style="list-style-type: none"> <li>Genesys Skills Assessment (EE13)</li> </ul>			
	<ul style="list-style-type: none"> <li>Genesys Skills Assessment (EE13)</li> </ul>			
		<ul style="list-style-type: none"> <li>Genesys Voice Recording (EE07)</li> <li>Genesys Voice and Screen Recording (EE08)</li> </ul>		
		<ul style="list-style-type: none"> <li>Genesys Voice Recording (EE07)</li> <li>Genesys Voice and Screen</li> </ul>		

Use Case	All of the following required:	At least one of the following required:	Optional	Cannot be implemented with the following:
		Recording (EE08)		
	<ul style="list-style-type: none"> <li>Genesys Speech Analytics (EE22)</li> </ul>			
	<ul style="list-style-type: none"> <li>Genesys Speech Analytics (EE22)</li> </ul>			
	<ul style="list-style-type: none"> <li>Genesys Speech Analytics (EE22)</li> </ul>			
	<ul style="list-style-type: none"> <li>Genesys Workforce Scheduling for Voice (EE01)</li> <li>Genesys Omnichannel Workforce Scheduling (EE02)</li> </ul>	<ul style="list-style-type: none"> <li>Genesys Work and Lead Distribution (BO02)</li> <li>Genesys Task Distribution-Workgroup (BO03)</li> <li>Genesys Personalized Task Distribution (BO04)</li> </ul>		
		<ul style="list-style-type: none"> <li>Genesys Workforce Scheduling for Voice (EE01)</li> <li>Genesys Omnichannel Workforce Scheduling (EE02)</li> <li>Genesys Back-</li> </ul>		

Use Case	All of the following required:	At least one of the following required:	Optional	Cannot be implemented with the following:
		<ul style="list-style-type: none"> <li>office Scheduling (EE26)</li> </ul>		
		<ul style="list-style-type: none"> <li>Genesys Workforce Scheduling for Voice (EE01)</li> <li>Genesys Omnichannel Workforce Scheduling (EE02)</li> <li>Genesys Back-office Scheduling (EE26)</li> </ul>		
		<ul style="list-style-type: none"> <li>Genesys Voice Recording (EE07)</li> <li>Genesys Voice and Screen Recording (EE08)</li> </ul>		
		<ul style="list-style-type: none"> <li>Genesys Voice Recording (EE07)</li> <li>Genesys Voice and Screen Recording (EE08)</li> </ul>		
		<ul style="list-style-type: none"> <li>Genesys Call Routing (CE01)</li> <li>Genesys Personalized Routing (CE02)</li> </ul>	<ul style="list-style-type: none"> <li>Genesys Email Routing (CE16)</li> <li>Genesys Chat Routing (CE18)</li> <li>Genesys Social Media Routing (CE19)</li> </ul>	<ul style="list-style-type: none"> <li>Genesys SMS &amp; Email Notifications (CE12)</li> </ul>

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Use Case	All of the following required:	At least one of the following required:	Optional	Cannot be implemented with the following:
			<ul style="list-style-type: none"><li>• Genesys Performance Management (EE14)</li></ul>	