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Genesys Engage On-Premises Use Cases

Interdependencies

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"> Genesys Email Routing (CE16) | |
| | <ul style="list-style-type: none"> Genesys Work and Lead Distribution (BO02) | | | |
| | <ul style="list-style-type: none"> Genesys Work and Lead Distribution (BO02) | | <ul style="list-style-type: none"> Genesys Task Distribution-Workgroup (BO03) | |
| | | <ul style="list-style-type: none"> Genesys Call Routing (CE01) Genesys Personalized Routing (CE02) | <ul style="list-style-type: none"> Genesys Email Routing (CE16) Genesys Chat Routing (CE18) Genesys Social Media Routing (CE19) Genesys Performance Management (EE14) | <ul style="list-style-type: none"> Genesys Callback (CE03) Genesys Customer Authentication (CE07) Genesys Voice Payment (CE08) Genesys IVR Personalization (CE09) Genesys Multimodal IVR (CE10) Genesys Outbound Dialer (CE11) |

| 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"> • Genesys SMS & Email Notifications (CE12) • Genesys Co-browse (CE27) • Genesys Knowledge Management (CE28) • Genesys Chatbots (CE31) • Genesys Voicebots (CE41) |
| | | <ul style="list-style-type: none"> • Genesys Call Routing (CE01) • Genesys Personalized Routing (CE02) • Genesys Email Routing (CE16) • Genesys Chat Routing (CE18) | | |
| | | <ul style="list-style-type: none"> • Genesys Work and Lead Distribution (BO02) • Genesys Task Distribution-Workgroup (BO03) | <ul style="list-style-type: none"> • Genesys Call Routing (CE01) • Genesys Callback (CE03) • Genesys IVR Personalization (CE09) • Genesys Outbound Dialer (CE11) • Genesys SMS & Email Notifications | |

| 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"> • Genesys Email Routing (CE16) • Genesys Chat Routing (CE18) • Genesys Social Media Routing (CE19) • Genesys Personalized Digital Routing (CE20) • Genesys Digital Callback (CE22) • Genesys Co-browse (CE27) • Genesys Messaging (CE34) | |
| | | | <ul style="list-style-type: none"> • Genesys Customer Authentication (CE07) | |
| | | <ul style="list-style-type: none"> • Genesys Call Routing (CE01) • Genesys Personalized Routing (CE02) | | |
| | | | <ul style="list-style-type: none"> • Genesys Personalized Routing (CE02) | |
| | <ul style="list-style-type: none"> • Genesys Customer Authentication (CE07) | <ul style="list-style-type: none"> • Genesys Call Routing (CE01) | | |

| 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"> Genesys Personalized Routing (CE02) | | |
| | | | <ul style="list-style-type: none"> Genesys Customer Authentication (CE07) Genesys Voice Payment (CE08) Genesys IVR Personalization (CE09) | |
| | <ul style="list-style-type: none"> Genesys Call Routing (CE01) | | | |
| | <ul style="list-style-type: none"> Genesys Outbound Dialer (CE11) Genesys SMS & Email Notifications (CE12) | | <ul style="list-style-type: none"> Genesys Call Routing (CE01) Genesys Email Routing (CE16) Genesys SMS Routing (CE29) | |
| | | | <ul style="list-style-type: none"> Genesys Work and Lead Distribution (BO02) | |
| | | <ul style="list-style-type: none"> Genesys Email Routing (CE16) Genesys Chat Routing (CE18) Genesys SMS Routing (CE29) | | |
| | | <ul style="list-style-type: none"> | | |

| 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"> • Genesys Call Routing (CE01) • Genesys Personalized Routing (CE02) • Genesys Chat Routing (CE18) • Genesys Click-to-Call (CE21) • Genesys Digital Callback (CE22) | | |
| | | <ul style="list-style-type: none"> • Genesys Chat Routing (CE18) • Genesys Social Media Routing (CE19) • Genesys SMS Routing (CE29) • Genesys Messaging (CE34) | <ul style="list-style-type: none"> • Genesys Personalized Digital Routing (CE20) • Genesys Knowledge Management (CE28) • Genesys Predictive Engagement (CE37) | |
| | | | <ul style="list-style-type: none"> • Genesys Social Media Routing (CE19) • Genesys Chatbots (CE31) | |
| | | <ul style="list-style-type: none"> • Genesys Chat Routing (CE18) • Genesys Chatbots (CE31) | | |

| 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"> Genesys Call Routing (CE01) | | <ul style="list-style-type: none"> Genesys Predictive Routing for Customer Service (BO06) Genesys Knowledge Management (CE28) | |
| | | <ul style="list-style-type: none"> Genesys Call Routing (CE01) Genesys Personalized Routing (CE02) | | |
| | | <ul style="list-style-type: none"> Genesys Email Routing (CE16) Genesys Chat Routing (CE18) Genesys Social Media Routing (CE19) Genesys SMS Routing (CE29) | | |
| | | <ul style="list-style-type: none"> Genesys Workforce Scheduling for Voice (EE01) Genesys Omnichannel Workforce Scheduling (EE02) Genesys Back-office Scheduling (EE26) | | |
| | | <ul style="list-style-type: none"> | | |

| 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"> • Genesys Call Routing (CE01) • Genesys Personalized Routing (CE02) • Genesys Email Routing (CE16) • Genesys Social Media Routing (CE19) • Genesys SMS Routing (CE29) • Genesys Workforce Scheduling for Voice (EE01) • Genesys Omnichannel Workforce Scheduling (EE02) | | |
| | | <ul style="list-style-type: none"> • Genesys Call Routing (CE01) • Genesys Personalized Routing (CE02) | | |
| | | <ul style="list-style-type: none"> • Genesys Call Routing (CE01) • Genesys Personalized Routing (CE02) | | |
| | | <ul style="list-style-type: none"> • Genesys Voice Recording (EE07) • Genesys Voice and Screen Recording (EE08) | | |

| 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"> • Genesys Workforce Scheduling for Voice (EE01) • Genesys Omnichannel Workforce Scheduling (EE02) • Genesys Back-office Scheduling (EE26) | | |
| | | <ul style="list-style-type: none"> • Genesys Workforce Scheduling for Voice (EE01) • Genesys Omnichannel Workforce Scheduling (EE02) • Genesys Back-office Scheduling (EE26) | | |
| | | <ul style="list-style-type: none"> • Genesys Workforce Scheduling for Voice (EE01) • Genesys Omnichannel Workforce Scheduling (EE02) • Genesys Back-office Scheduling (EE26) | | |
| | | <ul style="list-style-type: none"> • Genesys | | |

| 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"> • Genesys Omnichannel Workforce Scheduling (EE02) • Genesys Back-office Scheduling (EE26) | | |
| | | <ul style="list-style-type: none"> • Genesys Workforce Scheduling for Voice (EE01) • Genesys Omnichannel Workforce Scheduling (EE02) • Genesys Back-office Scheduling (EE26) | | |
| | | <ul style="list-style-type: none"> • Genesys Workforce Scheduling for Voice (EE01) • Genesys Omnichannel Workforce Scheduling (EE02) • Genesys Back-office Scheduling (EE26) | | |
| | | <ul style="list-style-type: none"> • Genesys | | |

| 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"> Genesys Skills Management (EE16) | | |
| | <ul style="list-style-type: none"> Genesys Skills Assessment (EE13) Genesys Performance Management (EE14) | | | |
| | <ul style="list-style-type: none"> Genesys Skills Management (EE16) | | | |
| | <ul style="list-style-type: none"> Genesys Skills Assessment (EE13) | | | |
| | <ul style="list-style-type: none"> Genesys Skills Assessment (EE13) | | | |
| | | <ul style="list-style-type: none"> Genesys Voice Recording (EE07) Genesys Voice and Screen Recording (EE08) | | |
| | | <ul style="list-style-type: none"> Genesys Voice Recording (EE07) Genesys Voice and Screen | | |

| 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"> Genesys Speech Analytics (EE22) | | | |
| | <ul style="list-style-type: none"> Genesys Speech Analytics (EE22) | | | |
| | <ul style="list-style-type: none"> Genesys Speech Analytics (EE22) | | | |
| | <ul style="list-style-type: none"> Genesys Workforce Scheduling for Voice (EE01) Genesys Omnichannel Workforce Scheduling (EE02) | <ul style="list-style-type: none"> Genesys Work and Lead Distribution (BO02) Genesys Task Distribution-Workgroup (BO03) Genesys Personalized Task Distribution (BO04) | | |
| | | <ul style="list-style-type: none"> Genesys Workforce Scheduling for Voice (EE01) Genesys Omnichannel Workforce Scheduling (EE02) Genesys Back- | | |

| 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"> office Scheduling (EE26) | | |
| | | <ul style="list-style-type: none"> Genesys Workforce Scheduling for Voice (EE01) Genesys Omnichannel Workforce Scheduling (EE02) Genesys Back-office Scheduling (EE26) | | |
| | | <ul style="list-style-type: none"> Genesys Voice Recording (EE07) Genesys Voice and Screen Recording (EE08) | | |
| | | <ul style="list-style-type: none"> Genesys Voice Recording (EE07) Genesys Voice and Screen Recording (EE08) | | |
| | | <ul style="list-style-type: none"> Genesys Call Routing (CE01) Genesys Personalized Routing (CE02) | <ul style="list-style-type: none"> Genesys Email Routing (CE16) Genesys Chat Routing (CE18) Genesys Social Media Routing (CE19) | <ul style="list-style-type: none"> Genesys SMS & Email Notifications (CE12) |

| 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">Genesys Performance Management (EE14) | |