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Genesys Engage On-Premises Use Cases

Interdependencies

7/26/2024

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"> 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)	