GENESYS™

Genesys Engage On-Premises Use Cases

Interdependencies

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This page lists all Genesys Engage On-Premises use cases and the other use cases that must be, can be or cannot be (Exceptions) implemented with them.

Use Case	All of the following required:	At least one of the following required:	Optional	Exceptions
Genesys Work and Lead Distribution (BO02)	None	None	• Genesys Email Routing (CE16)	None
Genesys Task Distribution-Workgroup (BO03)	• Genesys Work and Lead Distribution (BO02)	None	None	None
Genesys Personalized Task Distribution (BO04)	• Genesys Work and Lead Distribution (BO02)	None	• Genesys Task Distribution-Workgroup (BO03)	None
Genesys Predictive Routing for Customer Service (BO06)	None	• Genesys Call Routing (CE01) • Genesys Personalized Routing (CE02)	• Genesys Email Routing (CE16) • Genesys Chat Routing (CE18) • Genesys Social Media Routing (CE19) • Genesys Performance Management (EE14)	• Genesys Callback (CE03) • Genesys Customer Authentication (CE07) • Genesys Voice Payment (CE08) • Genesys IVR Personalization (CE09) • Genesys Multimodal IVR (CE10) • Genesys Outbound

Use Case	All of the following required:	At least one of the following required:	Optional	Exceptions
				Dialer (CE11) • Genesys SMS & Email Notifications (CE12) • Genesys Co-browse (CE27) • Genesys Knowledge Management (CE28) • Genesys Chatbots (CE31) • Genesys Voicebots (CE41)
Genesys KPI Insights (BO07)	None	• Genesys Call Routing (CE01) • Genesys Personalized Routing (CE02) • Genesys Email Routing (CE16) • Genesys Chat Routing (CE18)	None	None
Genesys Dynamic Case Management (BO11)	None	• Genesys Work and Lead Distribution (BO02) • Genesys Task Distribution-Workgroup (BO03)	• Genesys Call Routing (CE01) • Genesys Callback (CE03) • Genesys IVR Personalization (CE09) • Genesys Outbound Dialer (CE11) • Genesys SMS & Email	None

Use Case	All of the following required:	At least one of the following required:	Optional	Exceptions
			Notifications (CE12) • 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)	
Genesys Call Routing (CE01)	None	None	None	None
Genesys Personalized Routing (CE02)	None	None	• Genesys Customer Authentication (CE07)	None
Genesys Callback (CE03)	None	• Genesys Call Routing (CE01) • Genesys Personalized Routing (CE02)	None	None
Genesys Customer Authentication (CE07)	None	None	• Genesys Personalized Routing (CE02)	None
Genesys IVR	• Genesys	•	None	None

Use Case	All of the following required:	At least one of the following required:	Optional	Exceptions
Personalization (CE09)	Customer Authentication (CE07)	• Genesys Call Routing (CE01) • Genesys Personalized Routing (CE02)		
Genesys Multimodal IVR (CE10)	None	None	• Genesys Customer Authentication (CE07) • Genesys Voice Payment (CE08) • Genesys IVR Personalization (CE09)	None
Genesys Outbound Dialer (CE11)	• Genesys Call Routing (CE01)	None	None	None
Genesys SMS & Email Notifications (CE12)	None	None	None	None
Genesys Omnichannel Notifications (CE13)	• Genesys Outbound Dialer (CE11) • Genesys SMS & Email Notifications (CE12)	None	• Genesys Call Routing (CE01) • Genesys Email Routing (CE16) • Genesys SMS Routing (CE29)	None
Genesys Email Routing (CE16)	None	None	• Genesys Work and Lead Distribution (BO02)	None
Genesys Chat Routing (CE18)	None	None	None	None
Genesys Social Media Routing (CE19)	None	None	None	None

Use Case	All of the following required:	At least one of the following required:	Optional	Exceptions
Genesys Personalized Digital Routing (CE20)	None	• Genesys Email Routing (CE16) • Genesys Chat Routing (CE18) • Genesys SMS Routing (CE29)	None	None
Genesys Click-to-Call (CE21)	None	None	None	None
Genesys Digital Callback (CE22)	None	None	None	None
Genesys Co-browse (CE27)	None	• • Genesys Call Routing (CE01) • Genesys Personalized Routing (CE02) • Genesys Chat Routing (CE18) • Genesys Click-to-Call (CE21) • Genesys Digital Callback (CE22)	None	None
Genesys Knowledge Management (CE28)	None	None	None	None
Genesys SMS Routing (CE29)	None	None	None	None
Genesys Chatbots (CE31)	None	• Genesys Chat Routing (CE18) • Genesys Social Media Routing (CE19) • Genesys SMS Routing (CE29) • Genesys	• Genesys Personalized Digital Routing (CE20) • Genesys Knowledge Management (CE28)	None

Use Case	All of the following required:	At least one of the following required:	Optional	Exceptions
		Messaging (CE34)	• Genesys Predictive Engagement (CE37)	
Genesys Messaging (CE34)	None	None	• Genesys Social Media Routing (CE19) • Genesys Chatbots (CE31)	None
Genesys Predictive Engagement (CE37)	None	• Genesys Chat Routing (CE18) • Genesys Chatbots (CE31)	None	None
Genesys Voicebots (CE41)	• Genesys Call Routing (CE01)	None	• Genesys Predictive Routing for Customer Service (BO06) • Genesys Knowledge Management (CE28)	None
Genesys Workforce Scheduling for Voice (EE01)	None	• • Genesys Call Routing (CE01) • Genesys Personalized Routing (CE02)	None	None
Genesys Omnichannel Workforce Scheduling (EE02)	None	• Genesys Email Routing (CE16) • Genesys Chat Routing (CE18) • Genesys Social Media Routing	None	None

Use Case	All of the following required:	At least one of the following required:	Optional	Exceptions
		(CE19) • Genesys SMS Routing (CE29)		
Genesys Shrinkage Management (EE03)	None	• Genesys Workforce Scheduling for Voice (EE01) • Genesys Omnichannel Workforce Scheduling (EE02) • Genesys Back-office Scheduling (EE26)	None	None
Genesys Schedule-based Routing (EE04)	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)	None	None
Genesys Voice Recording (EE07)	None	• Genesys Call	None	None

Use Case	All of the following required:	At least one of the following required:	Optional	Exceptions
		Routing (CE01) • Genesys Personalized Routing (CE02)		
Genesys Voice and Screen Recording (EE08)	None	• Genesys Call Routing (CE01) • Genesys Personalized Routing (CE02)	None	None
Genesys Quality Management (EE09)	None	• Genesys Voice Recording (EE07) • Genesys Voice and Screen Recording (EE08)	None	None
Genesys Employee Schedule Preferences (EE10-A)	None	• Genesys Workforce Scheduling for Voice (EE01) • Genesys Omnichannel Workforce Scheduling (EE02) • Genesys Back-office Scheduling (EE26)	None	None
Genesys Employee Schedule Preferences (EE10-B)	None	• Genesys Workforce Scheduling for Voice (EE01) • Genesys Omnichannel Workforce Scheduling (EE02)	None	None

Use Case	All of the following required:	At least one of the following required:	Optional	Exceptions
		• Genesys Back-office Scheduling (EE26)		
Genesys Employee Schedule Preferences (EE10-C)	None	• Genesys Workforce Scheduling for Voice (EE01) • Genesys Omnichannel Workforce Scheduling (EE02) • Genesys Back-office Scheduling (EE26)	None	None
Genesys Employee Schedule Preferences (EE10-D)	None	• Genesys Workforce Scheduling for Voice (EE01) • Genesys Omnichannel Workforce Scheduling (EE02) • Genesys Back-office Scheduling (EE26)	None	None
Genesys Shift Bidding (EE11)	None	• Genesys Workforce Scheduling for Voice (EE01) • Genesys Omnichannel Workforce Scheduling (EE02) • Genesys Back-office	None	None

Use Case	All of the following required:	At least one of the following required:	Optional	Exceptions
		Scheduling (EE26)		
Genesys Training and Activity Scheduling (EE12)	None	• Genesys Workforce Scheduling for Voice (EE01) • Genesys Omnichannel Workforce Scheduling (EE02) • Genesys Back-office Scheduling (EE26)	None	None
Genesys Skills Assessment (EE13)	None	None	None	None
Genesys Performance Management (EE14)	None	None	None	None
Genesys Proficiency Development (EE15)	None	• Genesys Performance Management (EE14) • Genesys Skills Management (EE16)	None	None
Genesys Skills Management (EE16)	• Genesys Skills Assessment (EE13) • Genesys Performance Management (EE14)	None	None	None
Genesys Outsourcer Management (EE17)	• Genesys Skills Management (EE16)	None	None	None

Use Case	All of the following required:	At least one of the following required:	Optional	Exceptions
Genesys Compliance Certification (EE19)	• Genesys Skills Assessment (EE13)	None	None	None
Genesys Employee Onboarding (EE20)	• Genesys Skills Assessment (EE13)	None	None	None
Genesys IVR Recording (EE21)	None	• Genesys Voice Recording (EE07) • Genesys Voice and Screen Recording (EE08)	None	None
Genesys Speech Analytics (EE22)	None	• Genesys Voice Recording (EE07) • Genesys Voice and Screen Recording (EE08)	None	None
Genesys Advanced Text and Speech Analytics (EE23)	• Genesys Speech Analytics (EE22)	None	None	None
Genesys Text and Speech Analytics for Customer Service (EE24)	• Genesys Speech Analytics (EE22)	None	None	None
Genesys Text and Speech Analytics for Compliance (EE25)	• Genesys Speech Analytics (EE22)	None	None	None
Genesys Back-office Scheduling (EE26)	• Genesys Workforce	• Genesys Work and Lead	None	None

Use Case	All of the following required:	At least one of the following required:	Optional	Exceptions
	Scheduling for Voice (EE01) • Genesys Omnichannel Workforce Scheduling (EE02)	Distribution (BO02) • Genesys Task Distribution-Workgroup (BO03) • Genesys Personalized Task Distribution (BO04)		
Genesys WFM Third-Party Integration (EE27)	None	• Genesys Workforce Scheduling for Voice (EE01) • Genesys Omnichannel Workforce Scheduling (EE02) • Genesys Back-office Scheduling (EE26)	None	None
Genesys Task-based Scheduling (EE28)	None	• Genesys Workforce Scheduling for Voice (EE01) • Genesys Omnichannel Workforce Scheduling (EE02) • Genesys Back-office Scheduling (EE26)	None	None
Genesys Compliance Recording (EE29)	None	• Genesys Voice Recording (EE07)	None	None

Use Case	All of the following required:	At least one of the following required:	Optional	Exceptions
		• Genesys Voice and Screen Recording (EE08)		
Genesys Selective Recording (EE30)	None	• Genesys Voice Recording (EE07) • Genesys Voice and Screen Recording (EE08)	None	None
Genesys Predictive Routing for Sales (SL06)	None	• Genesys Call Routing (CE01) • Genesys Personalized Routing (CE02)	• Genesys Email Routing (CE16) • Genesys Chat Routing (CE18) • Genesys Social Media Routing (CE19) • Genesys Performance Management (EE14)	• Genesys SMS & Email Notifications (CE12)