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# 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	<ul style="list-style-type: none"> <li>Genesys Email Routing (CE16)</li> </ul>	None
Genesys Task Distribution-Workgroup (BO03)	<ul style="list-style-type: none"> <li>Genesys Work and Lead Distribution (BO02)</li> </ul>	None	None	None
Genesys Personalized Task Distribution (BO04)	<ul style="list-style-type: none"> <li>Genesys Work and Lead Distribution (BO02)</li> </ul>	None	<ul style="list-style-type: none"> <li>Genesys Task Distribution-Workgroup (BO03)</li> </ul>	None
Genesys Predictive Routing for Customer Service (BO06)	None	<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</li> </ul>

Use Case	All of the following required:	At least one of the following required:	Optional	Exceptions
				Dialer (CE11) <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>
Genesys KPI Insights (BO07)	None	<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>	None	None
Genesys Dynamic Case Management (BO11)	None	<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</li> </ul>	None

Use Case	All of the following required:	At least one of the following required:	Optional	Exceptions
			Notifications (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>	
Genesys Call Routing (CE01)	None	None	None	None
Genesys Personalized Routing (CE02)	None	None	<ul style="list-style-type: none"> <li>Genesys Customer Authentication (CE07)</li> </ul>	None
Genesys Callback (CE03)	None	<ul style="list-style-type: none"> <li>Genesys Call Routing (CE01)</li> <li>Genesys Personalized Routing (CE02)</li> </ul>	None	None
Genesys Customer Authentication (CE07)	None	None	<ul style="list-style-type: none"> <li>Genesys Personalized Routing (CE02)</li> </ul>	None
Genesys IVR	<ul style="list-style-type: none"> <li>Genesys</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>	None	None

Use Case	All of the following required:	At least one of the following required:	Optional	Exceptions
Personalization (CE09)	Customer Authentication (CE07)	<ul style="list-style-type: none"> <li>Genesys Call Routing (CE01)</li> <li>Genesys Personalized Routing (CE02)</li> </ul>		
Genesys Multimodal IVR (CE10)	None	None	<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>	None
Genesys Outbound Dialer (CE11)	<ul style="list-style-type: none"> <li>Genesys Call Routing (CE01)</li> </ul>	None	None	None
Genesys SMS & Email Notifications (CE12)	None	None	None	None
Genesys Omnichannel Notifications (CE13)	<ul style="list-style-type: none"> <li>Genesys Outbound Dialer (CE11)</li> <li>Genesys SMS &amp; Email Notifications (CE12)</li> </ul>	None	<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>	None
Genesys Email Routing (CE16)	None	None	<ul style="list-style-type: none"> <li>Genesys Work and Lead Distribution (BO02)</li> </ul>	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	<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>	None	None
Genesys Click-to-Call (CE21)	None	None	None	None
Genesys Digital Callback (CE22)	None	None	None	None
Genesys Co-browse (CE27)	None	<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>	None	None
Genesys Knowledge Management (CE28)	None	None	None	None
Genesys SMS Routing (CE29)	None	None	None	None
Genesys Chatbots (CE31)	None	<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</li> </ul>	<ul style="list-style-type: none"> <li>• Genesys Personalized Digital Routing (CE20)</li> <li>• Genesys Knowledge Management (CE28)</li> </ul>	None

Use Case	All of the following required:	At least one of the following required:	Optional	Exceptions
		Messaging (CE34)	<ul style="list-style-type: none"> <li>Genesys Predictive Engagement (CE37)</li> </ul>	
Genesys Messaging (CE34)	None	None	<ul style="list-style-type: none"> <li>Genesys Social Media Routing (CE19)</li> <li>Genesys Chatbots (CE31)</li> </ul>	None
Genesys Predictive Engagement (CE37)	None	<ul style="list-style-type: none"> <li>Genesys Chat Routing (CE18)</li> <li>Genesys Chatbots (CE31)</li> </ul>	None	None
Genesys Voicebots (CE41)	<ul style="list-style-type: none"> <li>Genesys Call Routing (CE01)</li> </ul>	None	<ul style="list-style-type: none"> <li>Genesys Predictive Routing for Customer Service (BO06)</li> <li>Genesys Knowledge Management (CE28)</li> </ul>	None
Genesys Workforce Scheduling for Voice (EE01)	None	<ul style="list-style-type: none"> <li>Genesys Call Routing (CE01)</li> <li>Genesys Personalized Routing (CE02)</li> </ul>	None	None
Genesys Omnichannel Workforce Scheduling (EE02)	None	<ul style="list-style-type: none"> <li>Genesys Email Routing (CE16)</li> <li>Genesys Chat Routing (CE18)</li> <li>Genesys Social Media Routing</li> </ul>	None	None

Use Case	All of the following required:	At least one of the following required:	Optional	Exceptions
		(CE19) <ul style="list-style-type: none"> <li>Genesys SMS Routing (CE29)</li> </ul>		
Genesys Shrinkage Management (EE03)	None	<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>	None	None
Genesys Schedule-based Routing (EE04)	None	<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>	None	None
Genesys Voice Recording (EE07)	None	<ul style="list-style-type: none"> <li>Genesys Call</li> </ul>	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
		<ul style="list-style-type: none"> <li>Genesys Back-office Scheduling (EE26)</li> </ul>		
Genesys Employee Schedule Preferences (EE10-C)	None	<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>	None	None
Genesys Employee Schedule Preferences (EE10-D)	None	<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>	None	None
Genesys Shift Bidding (EE11)	None	<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</li> </ul>	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	<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>	None	None
Genesys Skills Assessment (EE13)	None	None	None	None
Genesys Performance Management (EE14)	None	None	None	None
Genesys Proficiency Development (EE15)	None	<ul style="list-style-type: none"> <li>Genesys Performance Management (EE14)</li> <li>Genesys Skills Management (EE16)</li> </ul>	None	None
Genesys Skills Management (EE16)	<ul style="list-style-type: none"> <li>Genesys Skills Assessment (EE13)</li> <li>Genesys Performance Management (EE14)</li> </ul>	None	None	None
Genesys Outsourcer Management (EE17)	<ul style="list-style-type: none"> <li>Genesys Skills Management (EE16)</li> </ul>	None	None	None

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

Use Case	All of the following required:	At least one of the following required:	Optional	Exceptions
	<p>Scheduling for Voice (EE01)</p> <ul style="list-style-type: none"> <li>Genesys Omnichannel Workforce Scheduling (EE02)</li> </ul>	<p>Distribution (BO02)</p> <ul style="list-style-type: none"> <li>Genesys Task Distribution-Workgroup (BO03)</li> <li>Genesys Personalized Task Distribution (BO04)</li> </ul>		
Genesys WFM Third-Party Integration (EE27)	None	<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>	None	None
Genesys Task-based Scheduling (EE28)	None	<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>	None	None
Genesys Compliance Recording (EE29)	None	<ul style="list-style-type: none"> <li>Genesys Voice Recording (EE07)</li> </ul>	None	None

Use Case	All of the following required:	At least one of the following required:	Optional	Exceptions
		<ul style="list-style-type: none"> <li>Genesys Voice and Screen Recording (EE08)</li> </ul>		
Genesys Selective Recording (EE30)	None	<ul style="list-style-type: none"> <li>Genesys Voice Recording (EE07)</li> <li>Genesys Voice and Screen Recording (EE08)</li> </ul>	None	None
Genesys Predictive Routing for Sales (SL06)	None	<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 SMS &amp; Email Notifications (CE12)</li> </ul>