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Genesys Engage On-Premises Use Cases

Maturity

8/24/2024



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Inbound Use Cases

| Level 1 | Level 2 | Level 3 |
|---|---|---|
| <ul style="list-style-type: none"> • BO07 - Genesys KPI Insights • CE01 - Genesys Call Routing • CE03 - Genesys Callback | <ul style="list-style-type: none"> • CE02 - Genesys Personalized Routing • CE21 - Genesys Click-to-Call | <ul style="list-style-type: none"> • BO06 - Genesys Predictive Routing for Customer Service • SL06 - Genesys Predictive Routing for Sales |

Digital

| Level 1 | Level 2 | Level 3 |
|--|---|---|
| <ul style="list-style-type: none"> • BO02 - Genesys Work and Lead Distribution • BO03 - Genesys Task Distribution-Workgroup • BO11 - Genesys Dynamic Case Management • CE16 - Genesys Email Routing • CE18 - Genesys Chat Routing • CE29 - Genesys SMS Routing | <ul style="list-style-type: none"> • CE19 - Genesys Social Media Routing • CE20 - Genesys Personalized Digital Routing • CE22 - Genesys Digital Callback • CE27 - Genesys Co-browse | <ul style="list-style-type: none"> • BO04 - Genesys Personalized Task Distribution • CE34 - Genesys Messaging • CE37 - Genesys Predictive Engagement |

Outbound

| Level 1 | Level 2 | Level 3 |
|--|---|---|
| <ul style="list-style-type: none"> • CE11 - Genesys Outbound Dialer • CE12 - Genesys SMS & Email Notifications | No use cases with Level 2 maturity for this product category. | No use cases with Level 3 maturity for this product category. |

Open Platform

| Level 1 | Level 2 | Level 3 |
|---|---|---|
| No use cases with Level 1 maturity for this product category. | No use cases with Level 2 maturity for this product category. | No use cases with Level 3 maturity for this product category. |

Self-Service and Automation

| Level 1 | Level 2 | Level 3 |
|--|---|--|
| <ul style="list-style-type: none"> CE07 - Genesys Customer Authentication | <ul style="list-style-type: none"> CE09 - Genesys IVR Personalization CE28 - Genesys Knowledge Management | <ul style="list-style-type: none"> CE10 - Genesys Multimodal IVR CE31 - Genesys Chatbots CE41 - Genesys Voicebots |

Workforce Engagement

| Level 1 | Level 2 | Level 3 |
|---|--|---|
| <ul style="list-style-type: none"> EE01 - Genesys Workforce Scheduling for Voice EE03 - Genesys Shrinkage Management EE07 - Genesys Voice Recording EE10-A - Genesys Employee Schedule Preferences EE10-B - Genesys Employee Schedule Preferences EE10-C - Genesys Employee Schedule Preferences EE10-D - Genesys Employee Schedule Preferences EE13 - Genesys Skills Assessment EE14 - Genesys Performance Management EE15 - Genesys Proficiency | <ul style="list-style-type: none"> EE02 - Genesys Omnichannel Workforce Scheduling EE04 - Genesys Schedule-based Routing EE08 - Genesys Voice and Screen Recording EE09 - Genesys Quality Management EE23 - Genesys Advanced Text and Speech Analytics EE24 - Genesys Text and Speech Analytics for Customer Service EE26 - Genesys Back-office Scheduling EE28 - Genesys Task-based Scheduling EE29 - Genesys Compliance Recording | <ul style="list-style-type: none"> EE11 - Genesys Shift Bidding EE12 - Genesys Training and Activity Scheduling EE27 - Genesys WFM Third-Party Integration |

| Level 1 | Level 2 | Level 3 |
|--|--|---------|
| <p>Development</p> <ul style="list-style-type: none">• EE16 - Genesys Skills Management• EE17 - Genesys Outsourcer Management• EE19 - Genesys Compliance Certification• EE20 - Genesys Employee Onboarding• EE21 - Genesys IVR Recording• EE22 - Genesys Speech Analytics• EE25 - Genesys Text and Speech Analytics for Compliance | <ul style="list-style-type: none">• EE30 - Genesys Selective Recording | |