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Genesys Engage On-Premises Use Cases

Genesys Self-Service and Automation

8/2/2025



Genesys Self-Service and Automation Use Cases for Genesys Engage on-premises

Sort or search the table to find the use case you need to edit. Click the title link to go to the use case.

Use Case	Subtitle
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"> Genesys Customer Authentication (CE07) Identify and verify customers in your IVR"> Genesys IVR Personalization (CE09) Increase self-service by personalizing your IVR"> Genesys Multimodal IVR (CE10) Present your customers with a visual way to complete or complement voice interactions"> Genesys Knowledge Management (CE28) Offer FAQs to customers and a knowledge library to employees"> Genesys Chatbots (CE31) Use chatbots to automate customer conversations and seamlessly hand over to a chat agent when needed."> Genesys Voicebots (CE41) Use voicebots to automate customer conversations and seamlessly hand over to an agent if needed.	

