



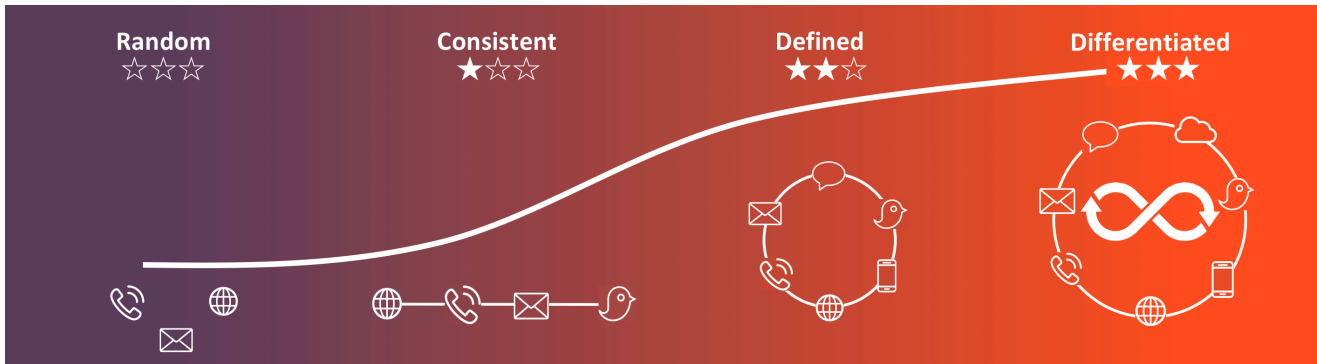
This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Multicloud CX Maturity Level

Table of Contents

Cloud	
Digital - Maturity Level for Genesys Multicloud CX	4
Inbound - Maturity Level for Genesys Multicloud CX	5
Marketing - Maturity Level for Genesys Multicloud CX	6
Open Platform - Maturity Level for Genesys Multicloud CX	7
Outbound - Maturity Level for Genesys Multicloud CX	8
Sales - Maturity Level for Genesys Multicloud CX	9
Self-service and Automation - Maturity Level for Genesys Multicloud CX	10
Workforce Engagement - Maturity Level for Genesys Multicloud CX	11
On-Premises	
Digital - Maturity Level for Genesys Engage on-premises	12
Inbound - Maturity Level for Genesys Engage on-premises	13
Marketing - Maturity Level for Genesys Engage on-premises	14
Open Platform - Maturity Level for Genesys Engage on-premises	15
Outbound - Maturity Level for Genesys Engage on-premises	16
Sales - Maturity Level for Genesys Engage on-premises	17
Self-service and Automation - Maturity Level for Genesys Engage on-premises	18
Workforce Engagement - Maturity Level for Genesys Engage on-premises	19

Expand all collapsed parts of the form



Select solution type

Cloud On-Premises

Select a product category

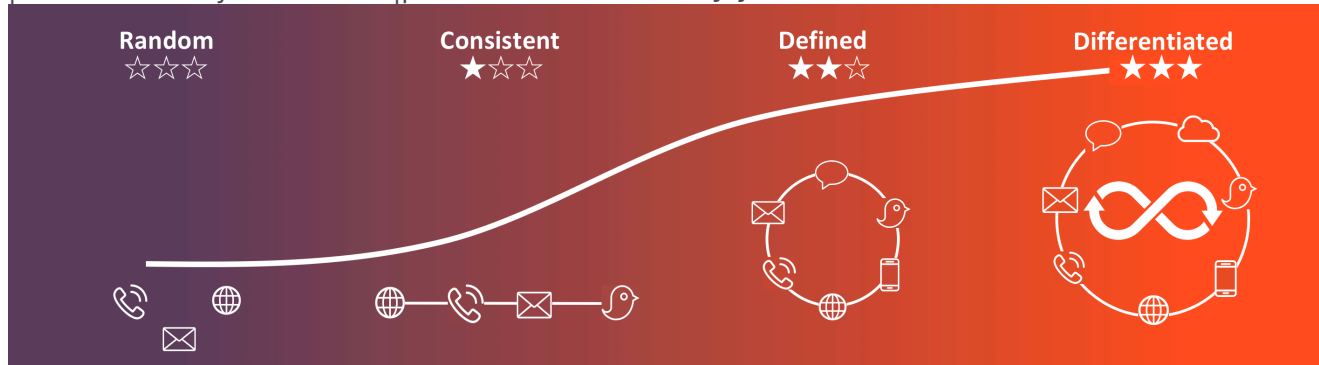
.

Go!



Digital - Maturity Level for Genesys Multicloud CX

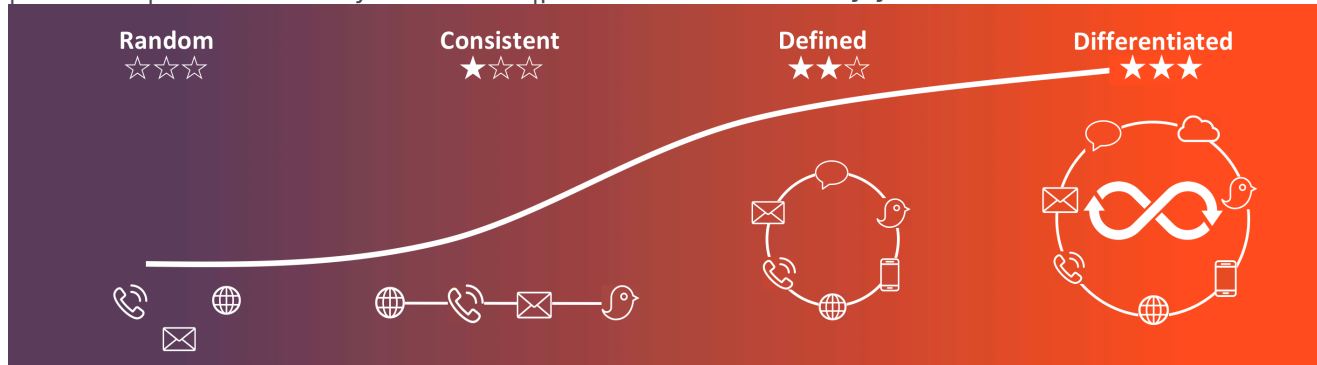
```
{ {#cargo_store:_table=Article |Platform= |DisplayName=Digital |TocName= |Dimension= |Context= |Product=Genesys Use Cases |productshort=UseCases} }
```



Consistent	Defined	Differentiated
No use cases with Consistent maturity for this product category.	No use cases with Defined maturity for this product category.	No use cases with Differentiated maturity for this product category.

Inbound - Maturity Level for Genesys Multicloud CX

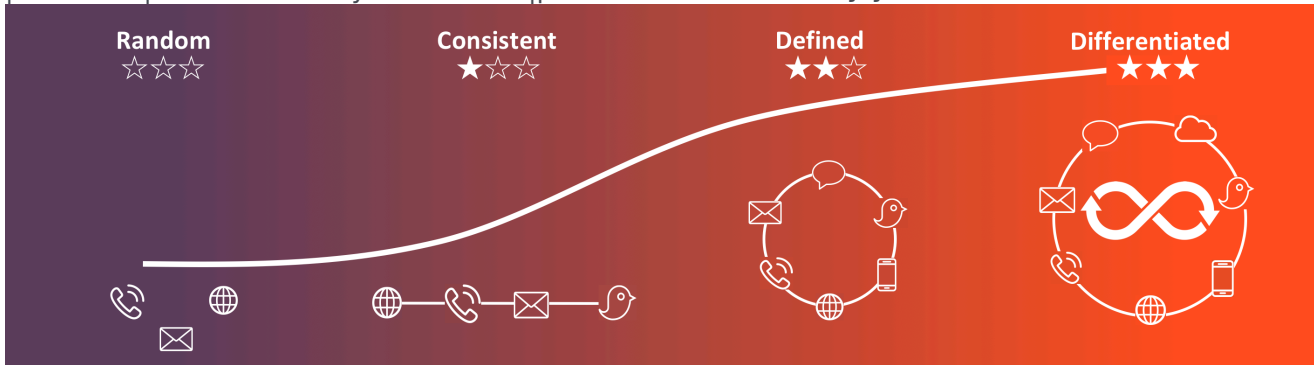
```
{{#cargo_store:_table=Article |Platform= |DisplayName=Inbound |TocName= |Dimension=
|Context= |Product=Genesys Use Cases |productshort=UseCases} }
```



Consistent	Defined	Differentiated
No use cases with Consistent maturity for this product category.	No use cases with Defined maturity for this product category.	No use cases with Differentiated maturity for this product category.

Marketing - Maturity Level for Genesys Multicloud CX

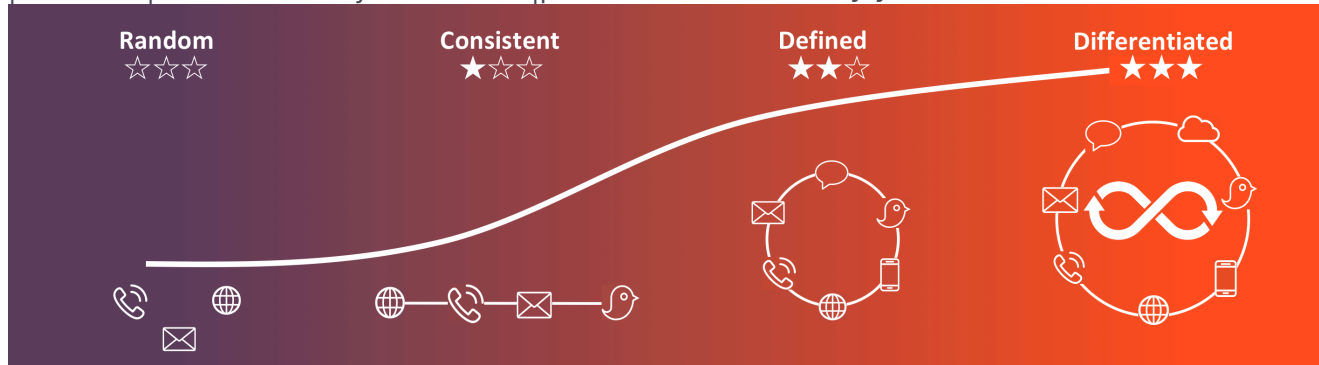
```
{{#cargo_store:_table=Article |Platform= |DisplayName=Marketing |TocName= |Dimension=
|Context= |Product=Genesys Use Cases |productshort=UseCases} }
```



Consistent	Defined	Differentiated
No use cases with Consistent maturity for this product category.	No use cases with Defined maturity for this product category.	No use cases with Differentiated maturity for this product category.

Open Platform - Maturity Level for Genesys Multicloud CX

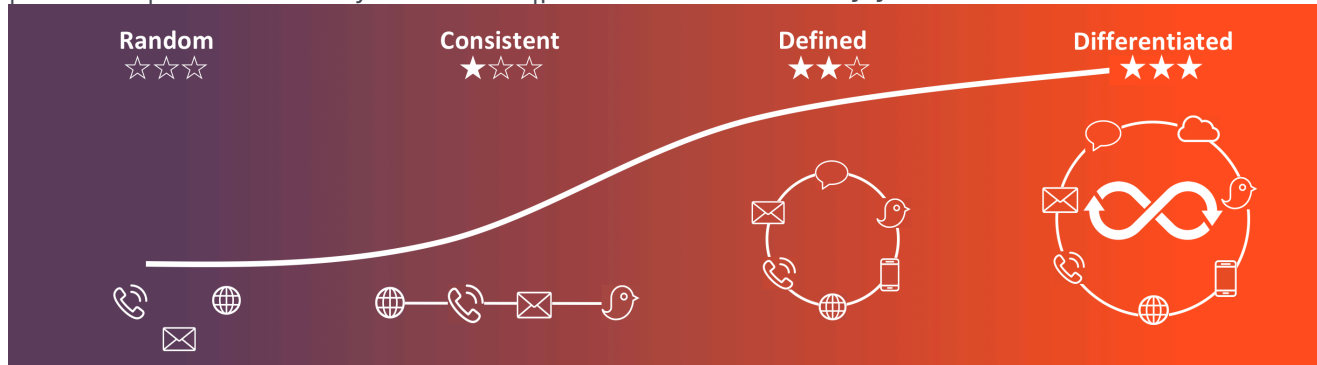
```
{{#cargo_store:_table=Article |Platform= |DisplayName=OpenPlatform |TocName= |Dimension=
|Context= |Product=Genesys Use Cases |productshort=UseCases} }
```



Consistent	Defined	Differentiated
No use cases with Consistent maturity for this product category.	No use cases with Defined maturity for this product category.	No use cases with Differentiated maturity for this product category.

Outbound - Maturity Level for Genesys Multicloud CX

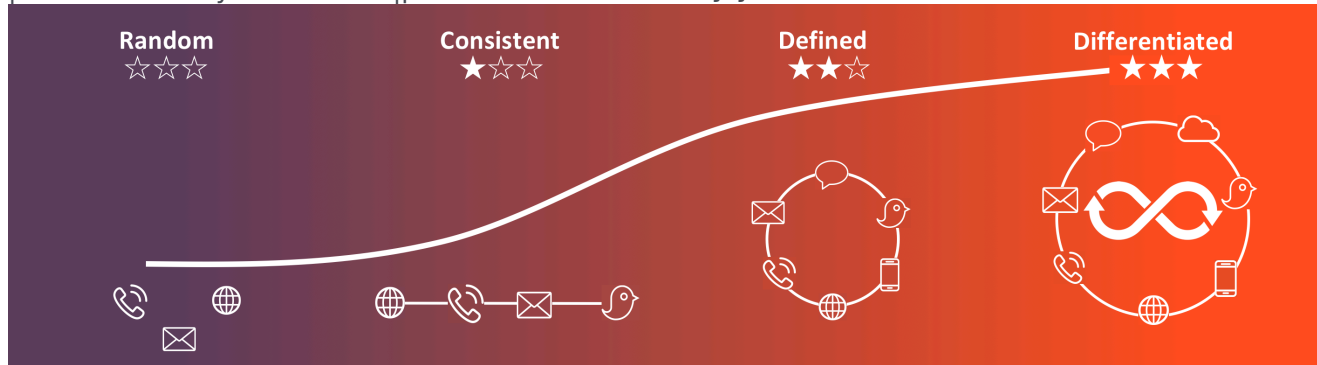
```
{{#cargo_store:_table=Article |Platform= |DisplayName=Outbound |TocName= |Dimension=
|Context= |Product=Genesys Use Cases |productshort=UseCases} }
```



Consistent	Defined	Differentiated
No use cases with Consistent maturity for this product category.	No use cases with Defined maturity for this product category.	No use cases with Differentiated maturity for this product category.

Sales - Maturity Level for Genesys Multicloud CX

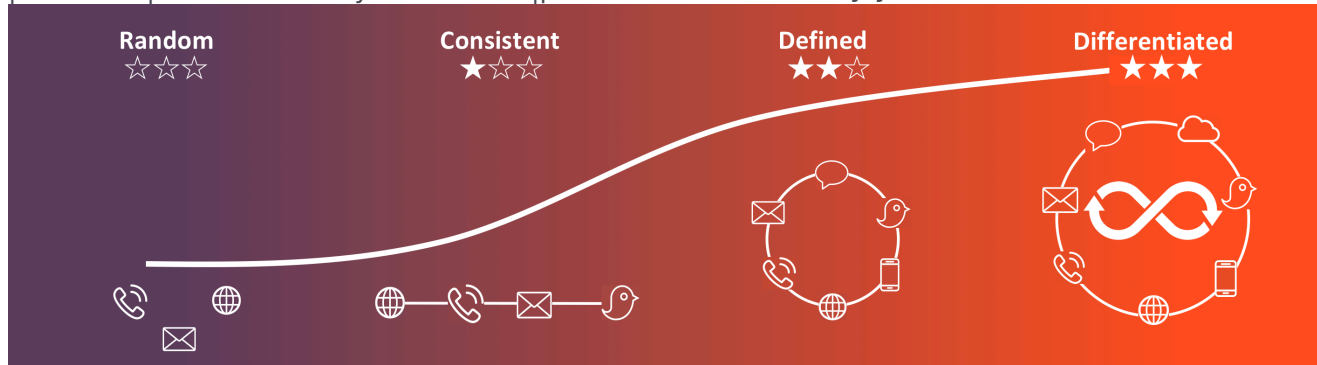
```
{ {#cargo_store:_table=Article |Platform= |DisplayName=Sales |TocName= |Dimension= |Context= |Product=Genesys Use Cases |productshort=UseCases} }
```



Consistent	Defined	Differentiated
No use cases with Consistent maturity for this product category.	No use cases with Defined maturity for this product category.	No use cases with Differentiated maturity for this product category.

Self-service and Automation - Maturity Level for Genesys Multicloud CX

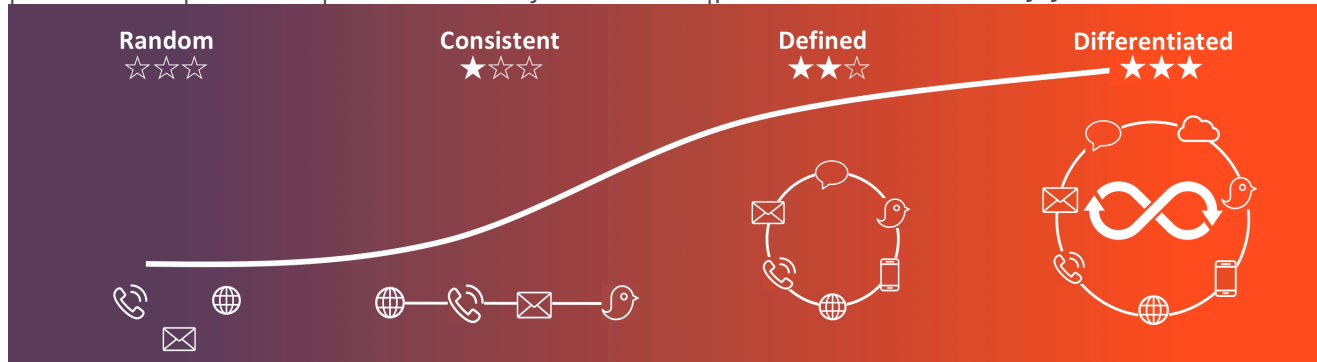
```
{{#cargo_store:_table=Article |Platform= |DisplayName=Selfservice |TocName= |Dimension=
|Context= |Product=Genesys Use Cases |productshort=UseCases} }
```



Consistent	Defined	Differentiated
No use cases with Consistent maturity for this product category.	No use cases with Defined maturity for this product category.	No use cases with Differentiated maturity for this product category.

Workforce Engagement - Maturity Level for Genesys Multicloud CX

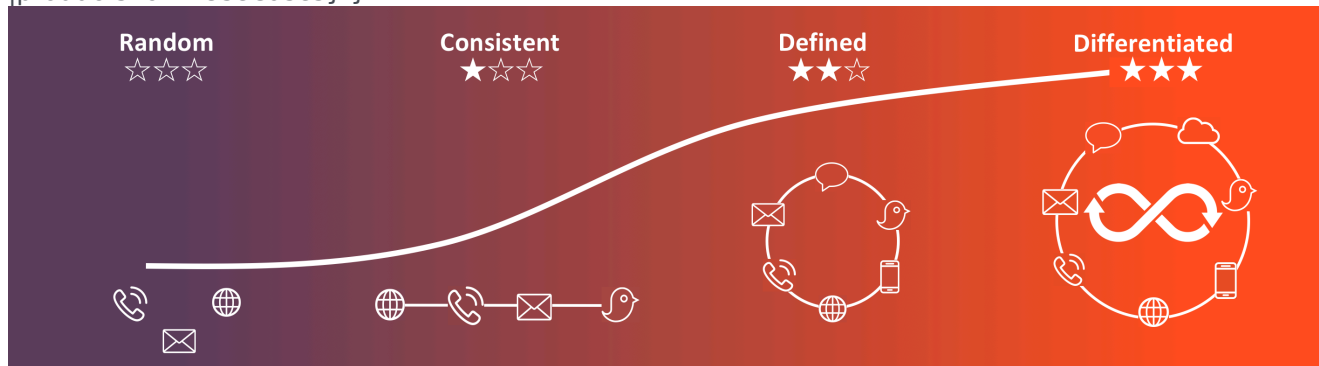
```
{ {#cargo_store:_table=Article |Platform= |DisplayName=WorkforceEngagement |TocName=
|Dimension= |Context= |Product=Genesys Use Cases |productshort=UseCases} }
```



Consistent	Defined	Differentiated
No use cases with Consistent maturity for this product category.	No use cases with Defined maturity for this product category.	No use cases with Differentiated maturity for this product category.

Digital - Maturity Level for Genesys Engage on-premises

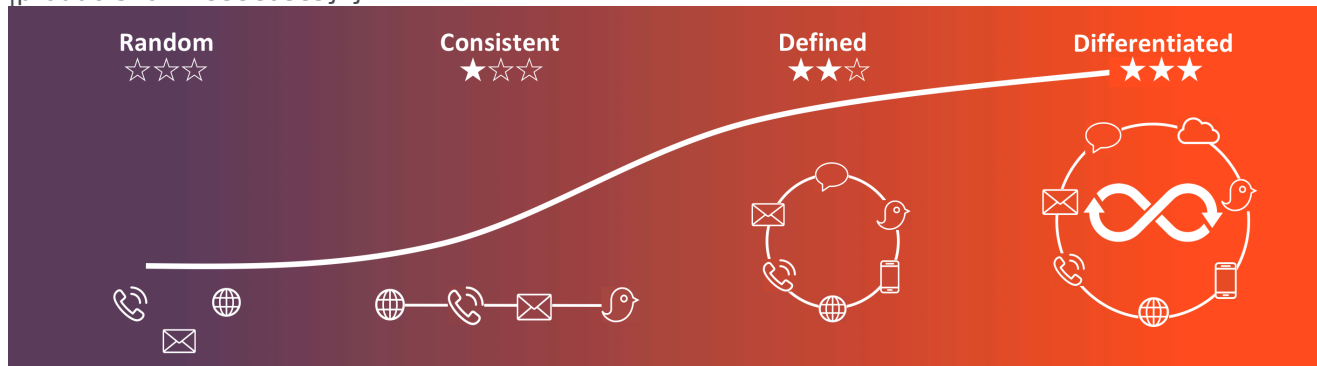
```
{{#cargo_store:_table=Article |Platform=GenesysEngage-cloud |DisplayName=Digital - Maturity Level |TocName=Digital |Dimension= |Context=This page lists... |Product=Genesys Use Cases |productshort=UseCases} }
```



Consistent	Defined	Differentiated
<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

Inbound - Maturity Level for Genesys Engage on-premises

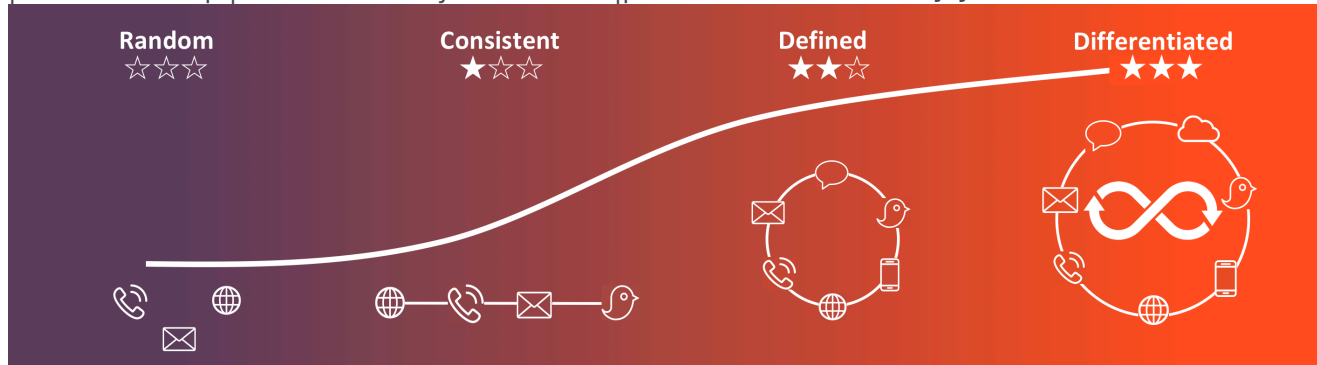
```
{{#cargo_store:_table=Article |Platform=GenesysEngage-cloud |DisplayName=Inbound - Maturity Level |TocName=Inbound |Dimension= |Context=This page |Product=Genesys Use Cases |productshort=UseCases} }
```



Consistent	Defined	Differentiated
<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

Marketing - Maturity Level for Genesys Engage on-premises

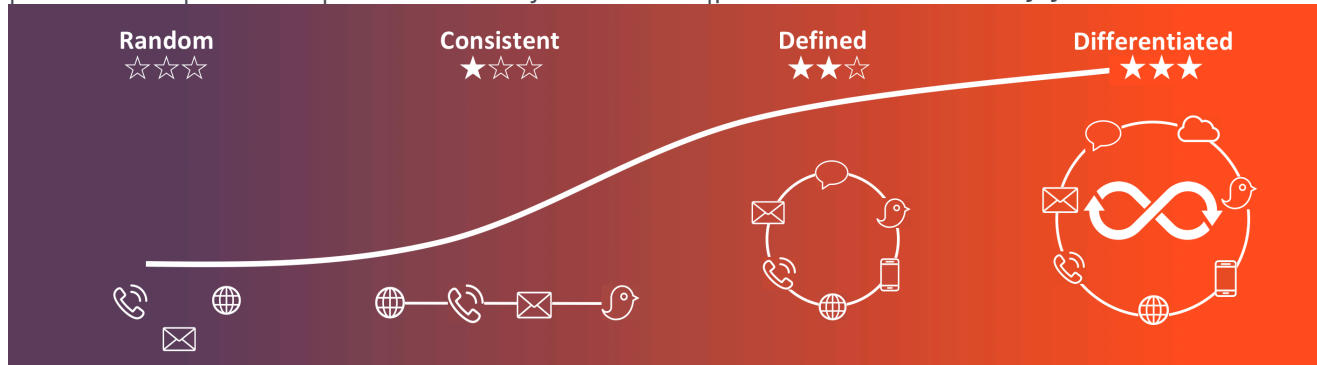
```
{ {#cargo_store: table=Article |Platform= |DisplayName=PremMarketing |TocName= |Dimension=
|Context=Set up |Product=Genesys Use Cases |productshort=UseCases} }
```



Consistent	Defined	Differentiated
No use cases with Consistent maturity for this product category.	No use cases with Defined maturity for this product category.	No use cases with Differentiated maturity for this product category.

Open Platform - Maturity Level for Genesys Engage on-premises

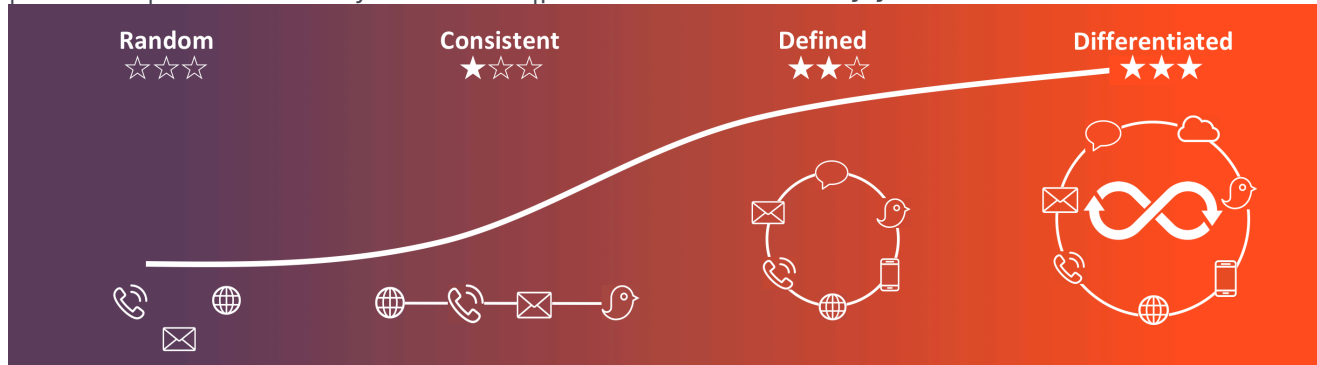
```
{ {#cargo_store:_table=Article |Platform= |DisplayName=PremOpenPlatform |TocName=
|Dimension= |Context= |Product=Genesys Use Cases |productshort=UseCases} }
```



Consistent	Defined	Differentiated
No use cases with Consistent maturity for this product category.	No use cases with Defined maturity for this product category.	No use cases with Differentiated maturity for this product category.

Outbound - Maturity Level for Genesys Engage on-premises

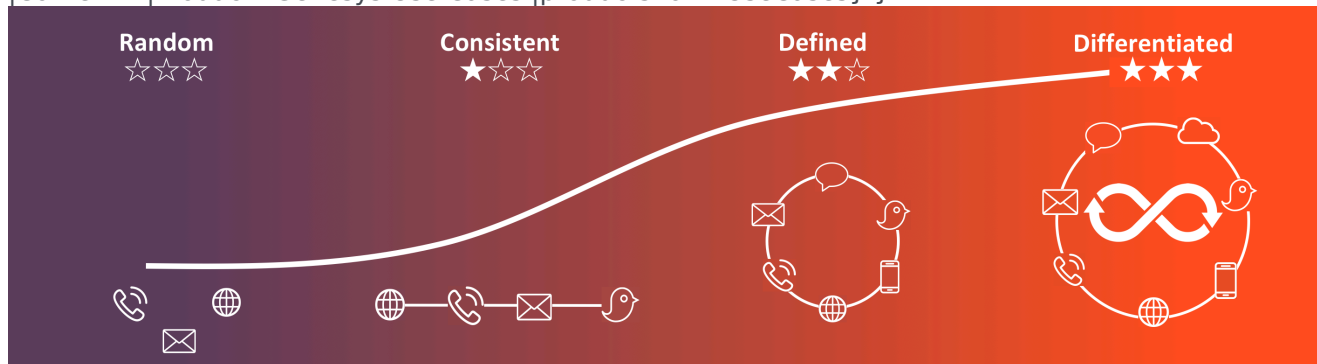
```
{{#cargo_store:_table=Article |Platform= |DisplayName=PremOutbound |TocName= |Dimension= |Context= |Product=Genesys Use Cases |productshort=UseCases} }
```



Consistent	Defined	Differentiated
<ul style="list-style-type: none"> CE11 - Genesys Outbound Dialer CE12 - Genesys SMS & Email Notifications 	<ul style="list-style-type: none"> CE13 - Genesys Omnichannel Notifications 	No use cases with Differentiated maturity for this product category.

Sales - Maturity Level for Genesys Engage on-premises

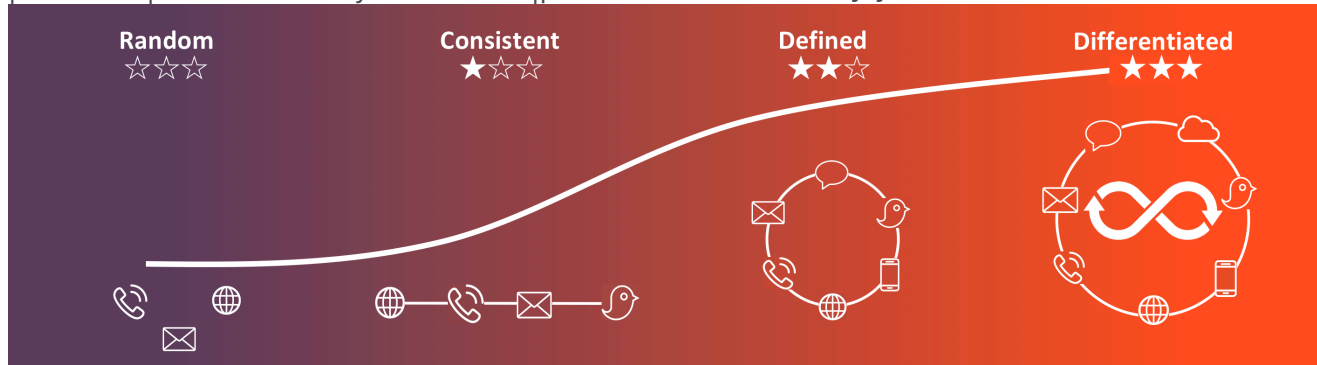
```
{{#cargo_store:_table=Article |Platform= |DisplayName=PremSales |TocName= |Dimension=
|Context= |Product=Genesys Use Cases |productshort=UseCases} }
```



Consistent	Defined	Differentiated
No use cases with Consistent maturity for this product category.	No use cases with Defined maturity for this product category.	No use cases with Differentiated maturity for this product category.

Self-service and Automation - Maturity Level for Genesys Engage on-premises

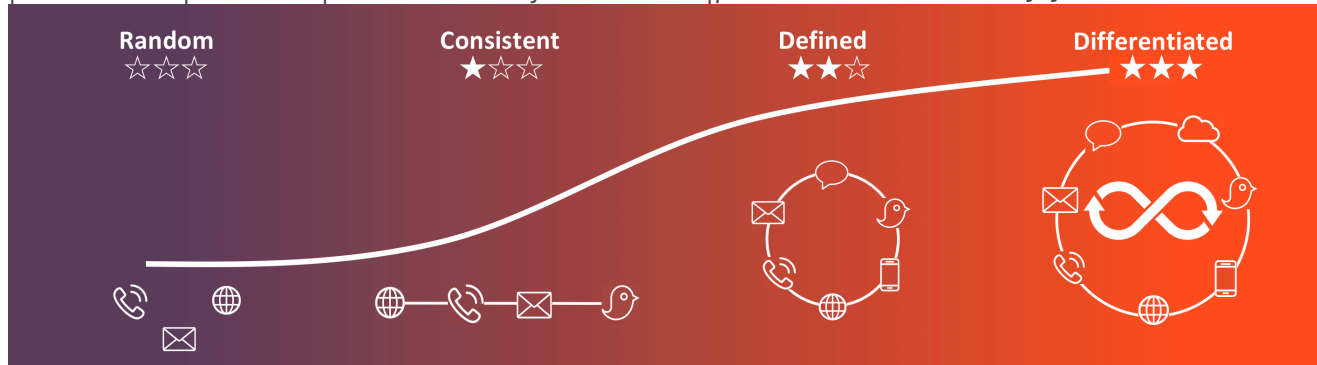
```
{{#cargo_store:_table=Article |Platform= |DisplayName=PremSelfservice |TocName= |Dimension= |Context= |Product=Genesys Use Cases |productshort=UseCases} }
```



Consistent	Defined	Differentiated
<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 - Maturity Level for Genesys Engage on-premises

```
{{#cargo_store:_table=Article |Platform= |DisplayName=PremWorkforceEngagement |TocName= |Dimension= |Context= |Product=Genesys Use Cases |productshort=UseCases} }
```



Consistent	Defined	Differentiated
<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 Development • EE16 - Genesys Skills 	<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 • EE30 - Genesys Selective Recording 	<ul style="list-style-type: none"> • EE11 - Genesys Shift Bidding • EE12 - Genesys Training and Activity Scheduling • EE27 - Genesys WFM Third-Party Integration

Consistent	Defined	Differentiated
<p>Management</p> <ul style="list-style-type: none">• 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		