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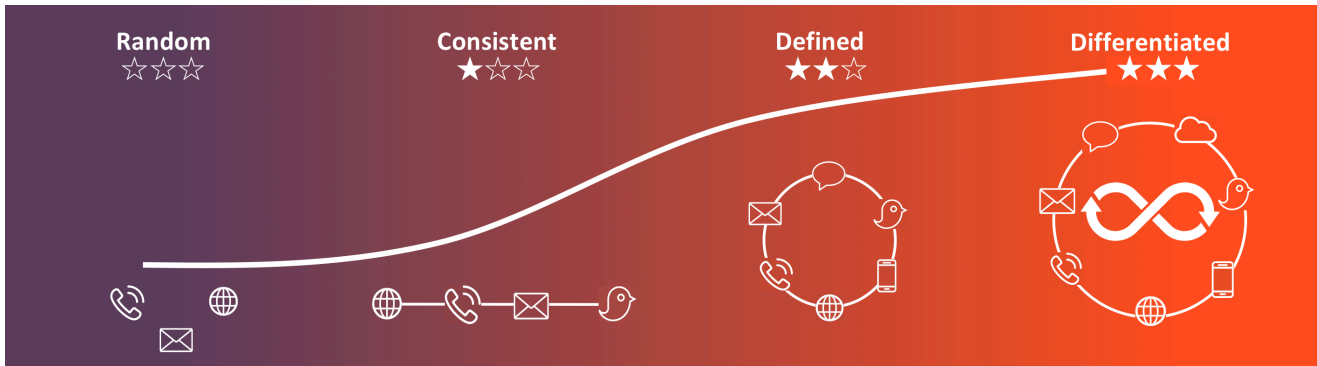
## Genesys Multicloud CX Maturity Level

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Expand all collapsed parts of the form



Select solution type

Cloud  On-Premises

Select a product category

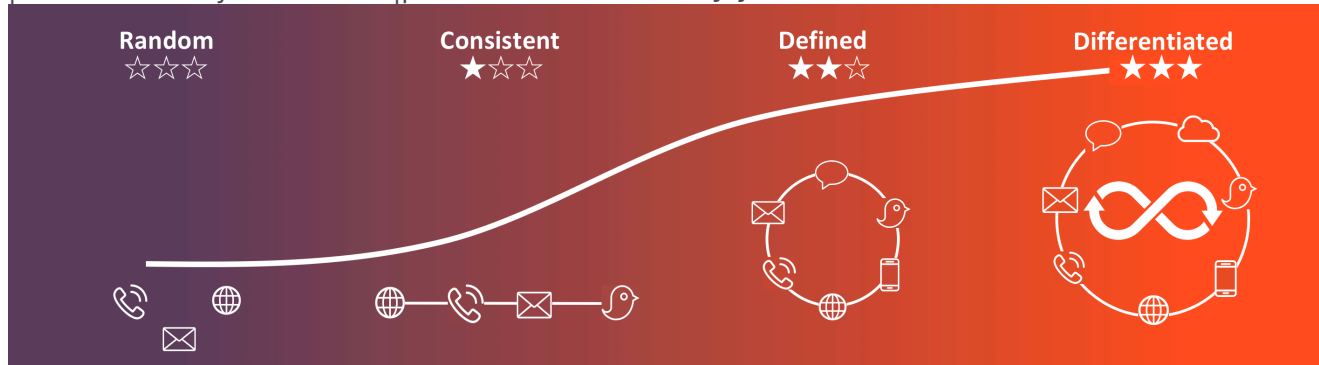
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**Go!**



# Digital - Maturity Level for Genesys Multicloud CX

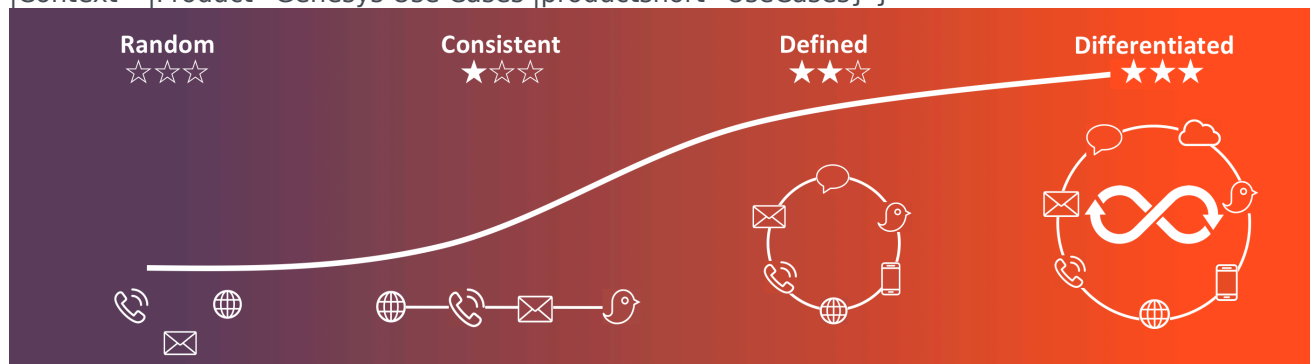
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| Consistent   | Defined   | Differentiated   |
|--|---|--|
| No use cases with Consistent maturity for this product category. | No use cases with Defined maturity for this product category. | No use cases with Differentiated maturity for this product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

# Inbound - Maturity Level for Genesys Multicloud CX

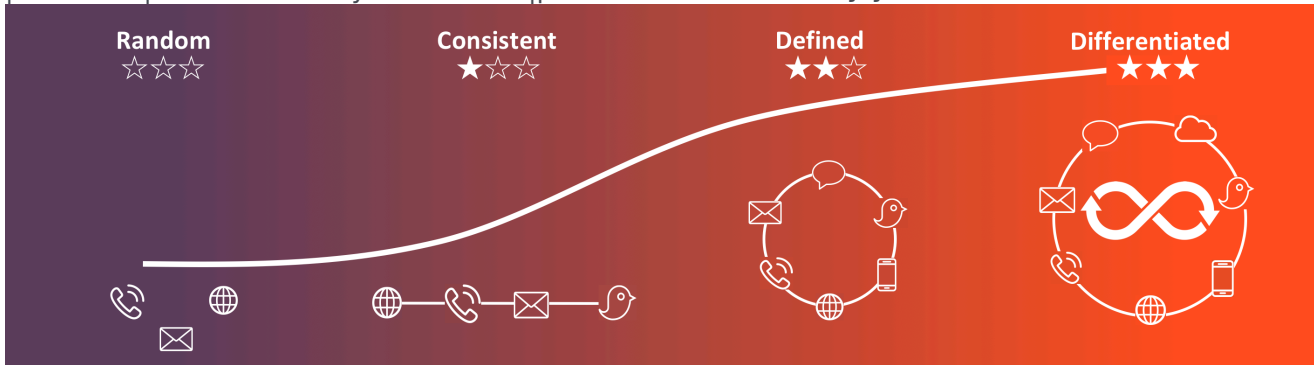
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| Consistent   | Defined   | Differentiated   |
|--|---|--|
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# Marketing - Maturity Level for Genesys Multicloud CX

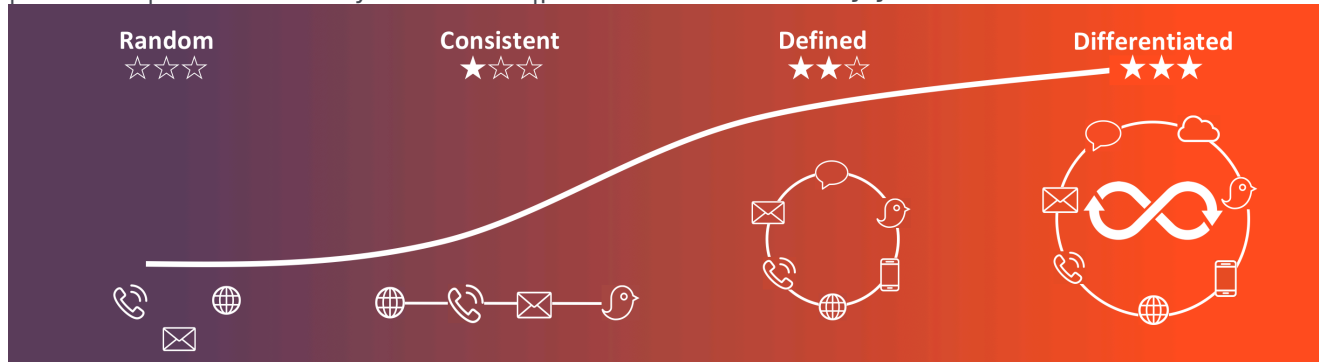
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| Consistent   | Defined   | Differentiated   |
|--|---|--|
| No use cases with Consistent maturity for this product category. | No use cases with Defined maturity for this product category. | No use cases with Differentiated maturity for this product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

# Open Platform - Maturity Level for Genesys Multicloud CX

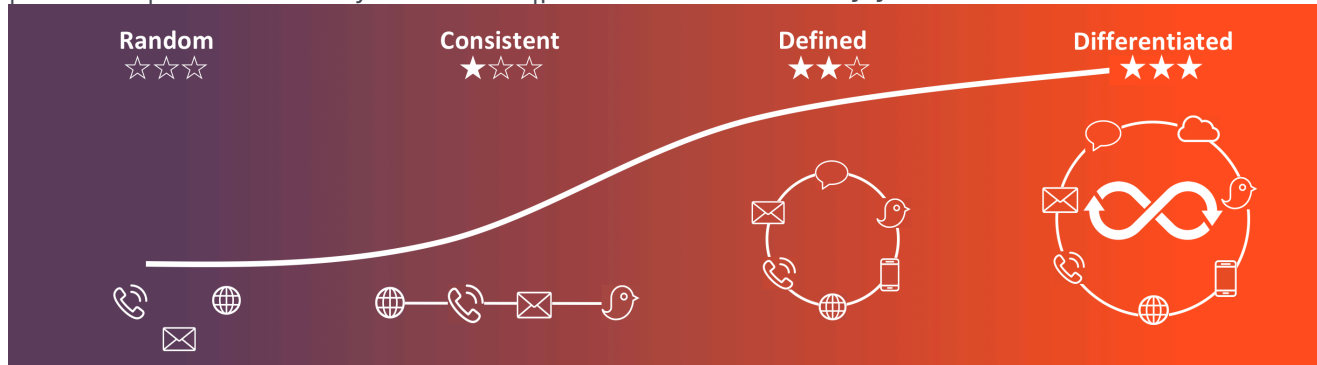
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| Consistent   | Defined   | Differentiated   |
|--|---|--|
| No use cases with Consistent maturity for this product category. | No use cases with Defined maturity for this product category. | No use cases with Differentiated maturity for this product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

# Outbound - Maturity Level for Genesys Multicloud CX

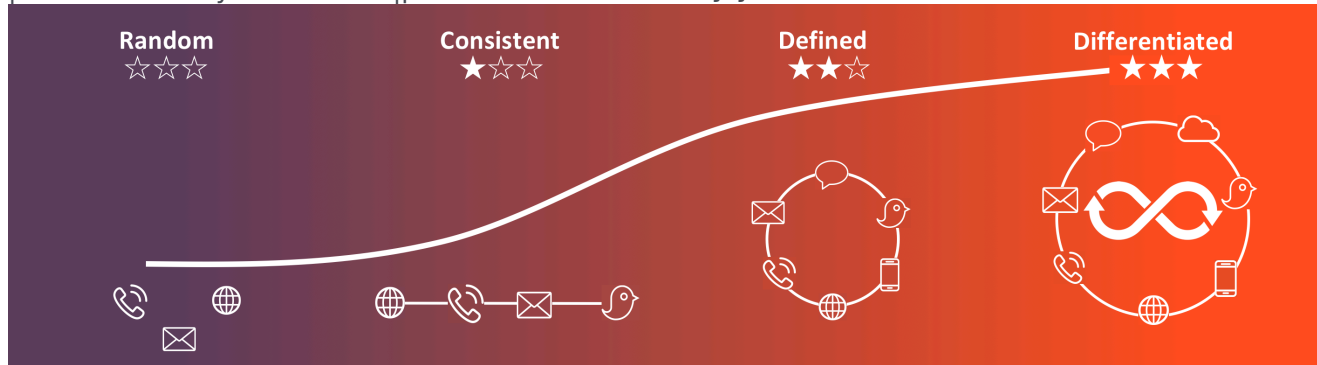
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| Consistent   | Defined   | Differentiated   |
|--|---|--|
| No use cases with Consistent maturity for this product category. | No use cases with Defined maturity for this product category. | No use cases with Differentiated maturity for this product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

# Sales - Maturity Level for Genesys Multicloud CX

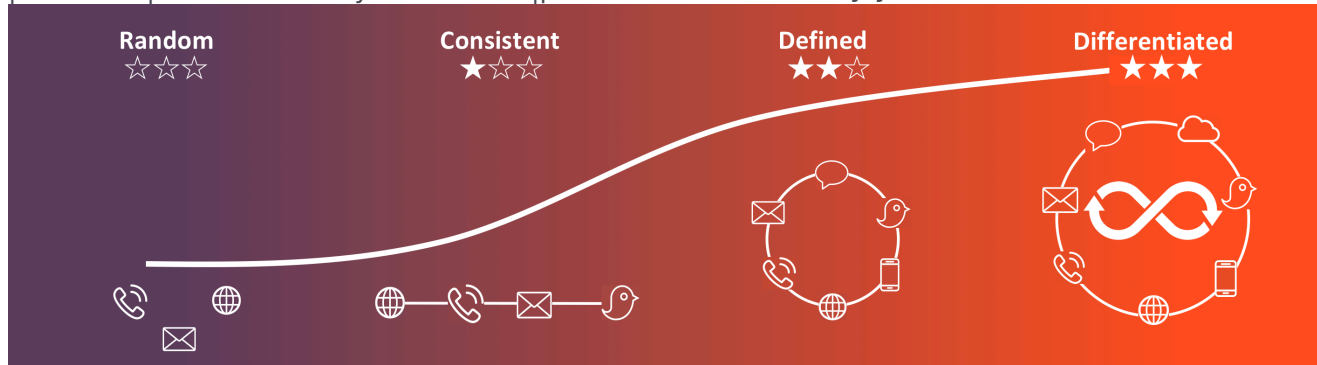
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| Consistent   | Defined   | Differentiated   |
|--|---|--|
| No use cases with Consistent maturity for this product category. | No use cases with Defined maturity for this product category. | No use cases with Differentiated maturity for this product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

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

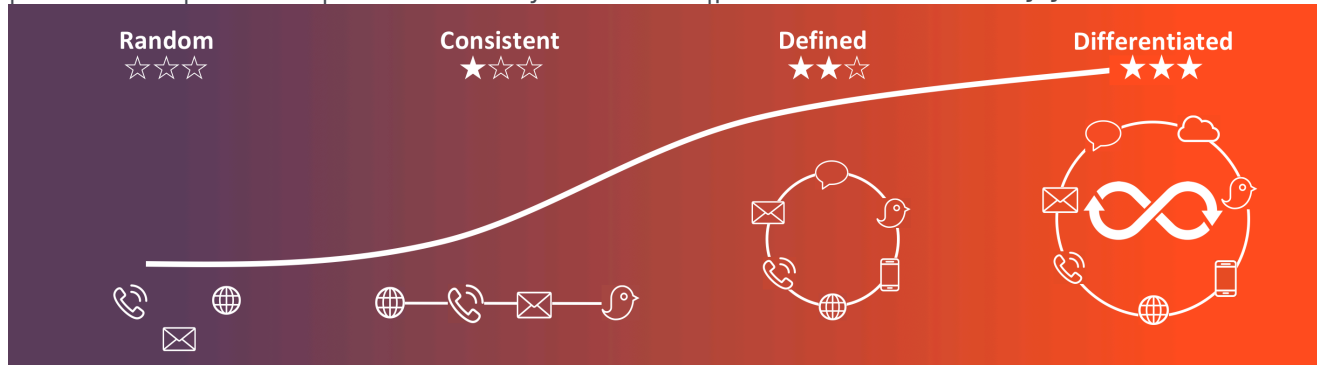
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| Consistent   | Defined   | Differentiated   |
|--|---|--|
| No use cases with Consistent maturity for this product category. | No use cases with Defined maturity for this product category. | No use cases with Differentiated maturity for this product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

# Workforce Engagement - Maturity Level for Genesys Multicloud CX

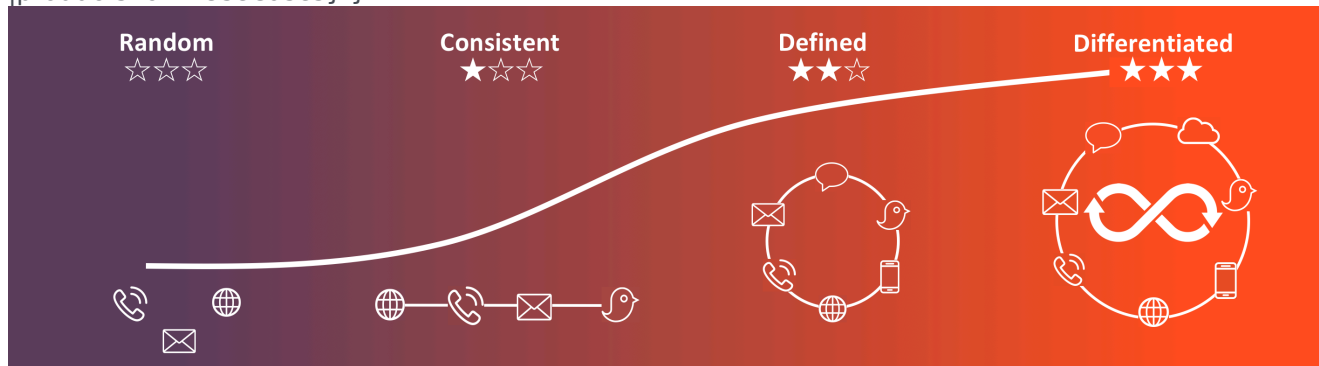
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| Consistent   | Defined   | Differentiated   |
|--|---|--|
| No use cases with Consistent maturity for this product category. | No use cases with Defined maturity for this product category. | No use cases with Differentiated maturity for this product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

# Digital - Maturity Level for Genesys Engage on-premises

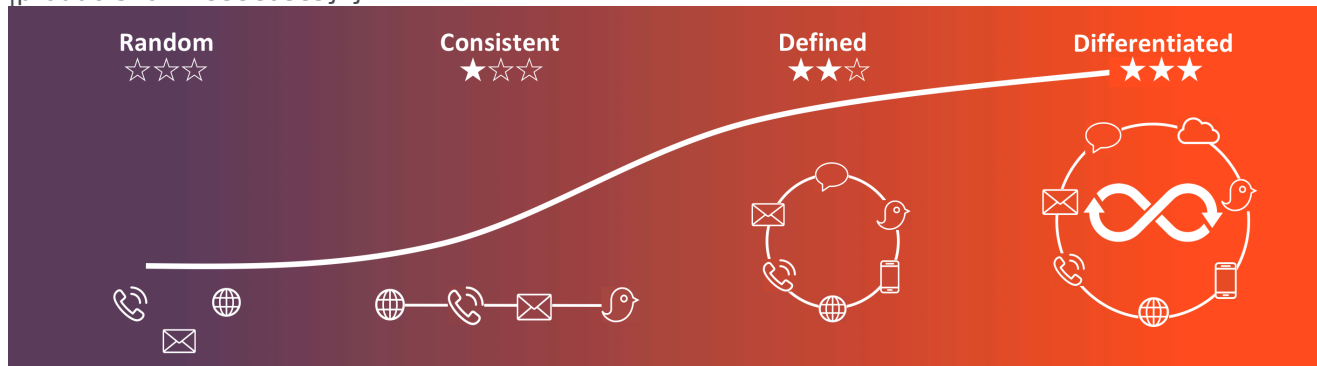
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| Consistent   | Defined   | Differentiated  |
|--|---|---|
| <ul style="list-style-type: none"> <li>• BO02 - Genesys Work and Lead Distribution</li> <li>• BO03 - Genesys Task Distribution-Workgroup</li> <li>• BO11 - Genesys Dynamic Case Management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

# Inbound - Maturity Level for Genesys Engage on-premises

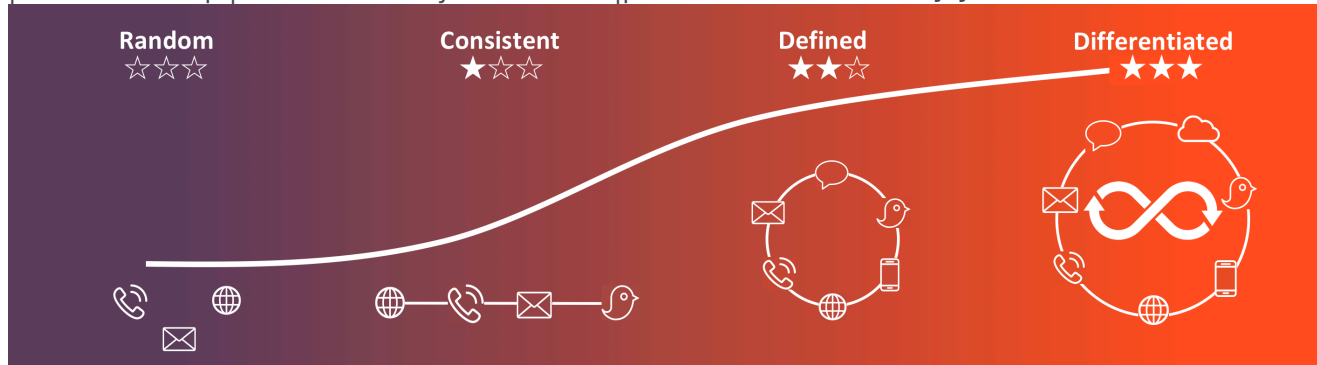
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```



| Consistent  | Defined   | Differentiated  |
|---|---|---|
| <ul style="list-style-type: none"> <li>• BO07 - Genesys KPI Insights</li> <li>• CE01 - Genesys Call Routing</li> <li>• CE03 - Genesys Callback</li> </ul> | <ul style="list-style-type: none"> <li>• CE02 - Genesys Personalized Routing</li> <li>• CE21 - Genesys Click-to-Call</li> </ul> | <ul style="list-style-type: none"> <li>• BO06 - Genesys Predictive Routing for Customer Service</li> <li>• SL06 - Genesys Predictive Routing for Sales</li> </ul> |

# Marketing - Maturity Level for Genesys Engage on-premises

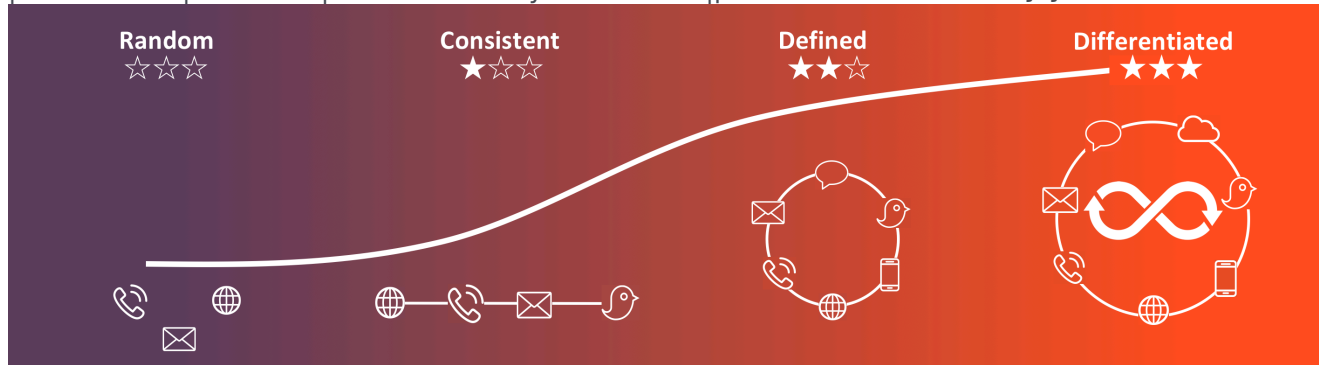
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| Consistent   | Defined   | Differentiated   |
|--|---|--|
| No use cases with Consistent maturity for this product category. | No use cases with Defined maturity for this product category. | No use cases with Differentiated maturity for this product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

# Open Platform - Maturity Level for Genesys Engage on-premises

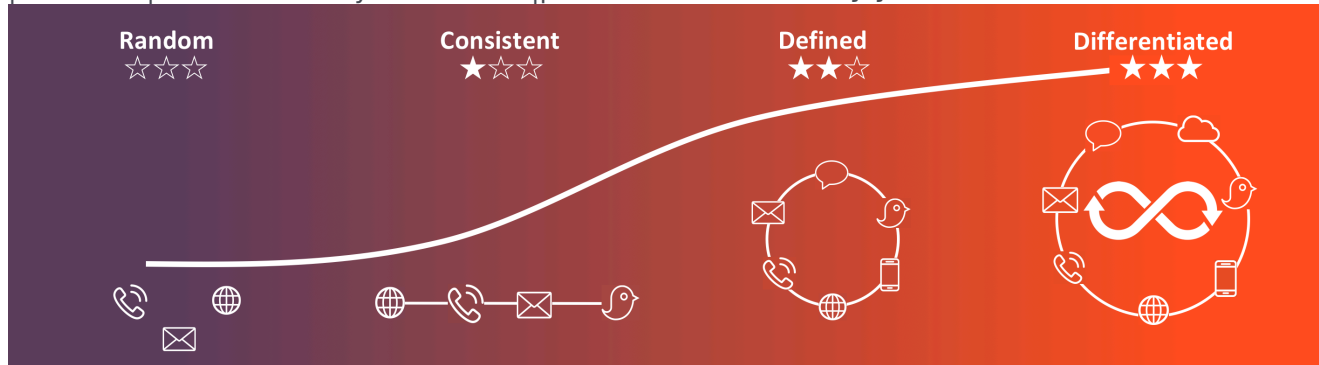
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```



| 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

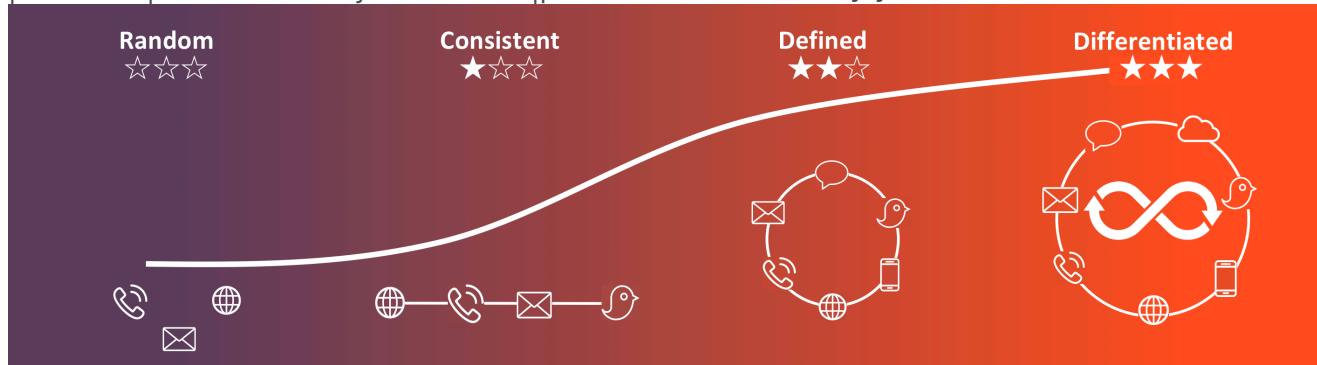
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```



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

# Sales - Maturity Level for Genesys Engage on-premises

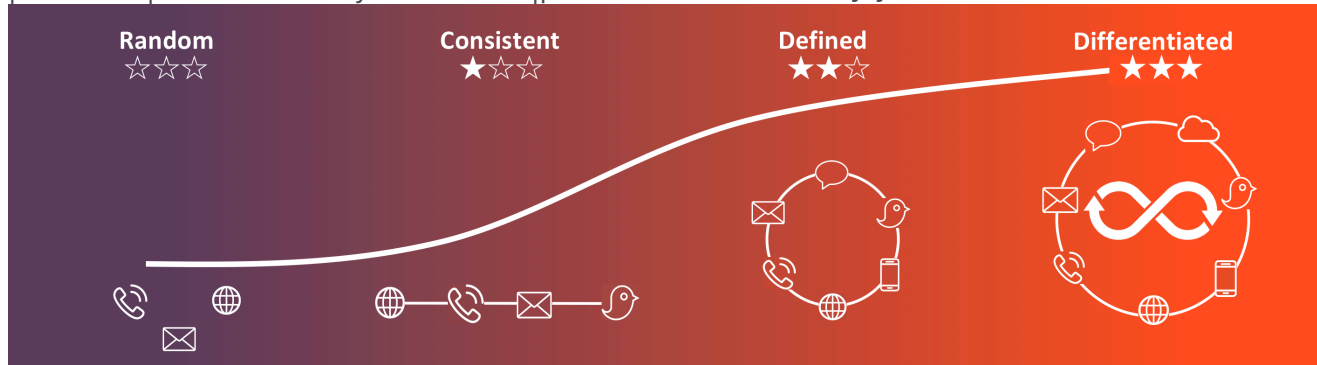
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|Context= |Product=Genesys Use Cases |productshort=UseCases} }
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| Consistent   | Defined   | Differentiated   |
|--|---|--|
| No use cases with Consistent maturity for this product category. | No 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

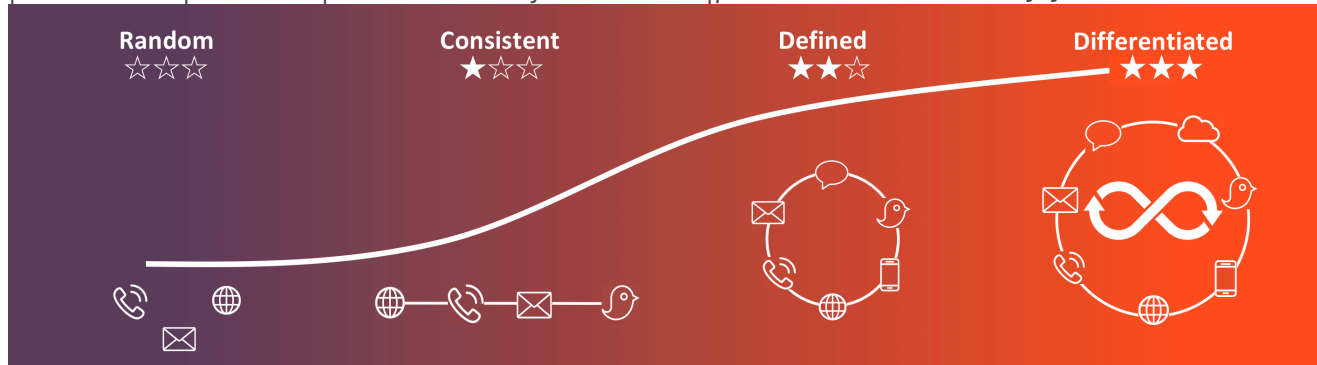
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```



| Consistent   | Defined   | Differentiated   |
|--|---|--|
| <ul style="list-style-type: none"> <li>CE07 - Genesys Customer Authentication</li> </ul> | <ul style="list-style-type: none"> <li>CE09 - Genesys IVR Personalization</li> <li>CE28 - Genesys Knowledge Management</li> </ul> | <ul style="list-style-type: none"> <li>CE10 - Genesys Multimodal IVR</li> <li>CE31 - Genesys Chatbots</li> <li>CE41 - Genesys Voicebots</li> </ul> |

# Workforce Engagement - Maturity Level for Genesys Engage on-premises

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{{#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"> <li>• EE01 - Genesys Workforce Scheduling for Voice</li> <li>• EE03 - Genesys Shrinkage Management</li> <li>• EE07 - Genesys Voice Recording</li> <li>• EE10-A - Genesys Employee Schedule Preferences</li> <li>• EE10-B - Genesys Employee Schedule Preferences</li> <li>• EE10-C - Genesys Employee Schedule Preferences</li> <li>• EE10-D - Genesys Employee Schedule Preferences</li> <li>• EE13 - Genesys Skills Assessment</li> <li>• EE14 - Genesys Performance Management</li> <li>• EE15 - Genesys Proficiency Development</li> <li>• EE16 - Genesys Skills</li> </ul> | <ul style="list-style-type: none"> <li>• EE02 - Genesys Omnichannel Workforce Scheduling</li> <li>• EE04 - Genesys Schedule-based Routing</li> <li>• EE08 - Genesys Voice and Screen Recording</li> <li>• EE09 - Genesys Quality Management</li> <li>• EE23 - Genesys Advanced Text and Speech Analytics</li> <li>• EE24 - Genesys Text and Speech Analytics for Customer Service</li> <li>• EE26 - Genesys Back-office Scheduling</li> <li>• EE28 - Genesys Task-based Scheduling</li> <li>• EE29 - Genesys Compliance Recording</li> <li>• EE30 - Genesys Selective Recording</li> </ul> | <ul style="list-style-type: none"> <li>• EE11 - Genesys Shift Bidding</li> <li>• EE12 - Genesys Training and Activity Scheduling</li> <li>• EE27 - Genesys WFM Third-Party Integration</li> </ul> |

| <b>Consistent</b>  | <b>Defined</b> | <b>Differentiated</b> |
|--|----------------|-----------------------|
| <p>Management</p> <ul style="list-style-type: none"><li>• EE17 - Genesys Outsourcer Management</li><li>• EE19 - Genesys Compliance Certification</li><li>• EE20 - Genesys Employee Onboarding</li><li>• EE21 - Genesys IVR Recording</li><li>• EE22 - Genesys Speech Analytics</li><li>• EE25 - Genesys Text and Speech Analytics for Compliance</li></ul> |                |                       |