



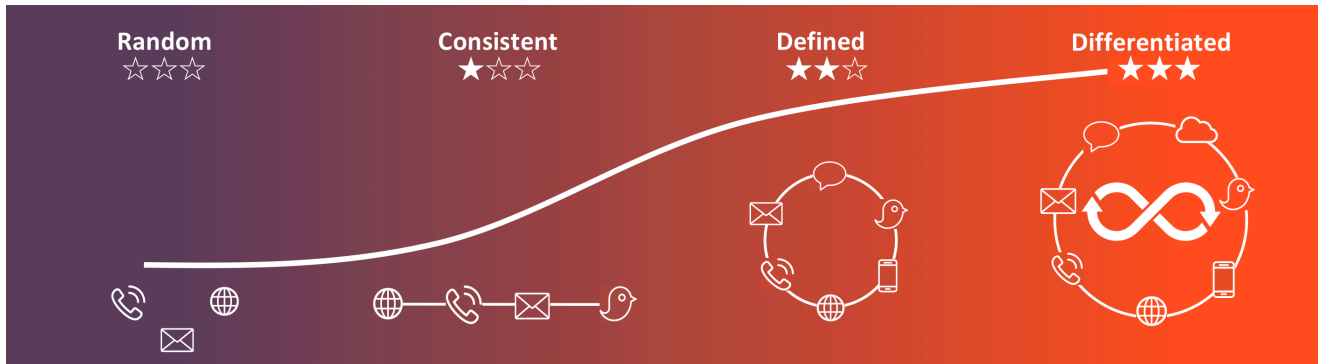
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Genesys Multicloud CX Maturity Level

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Expand all collapsed parts of the form



Select solution type

Cloud On-Premises

Select a product category

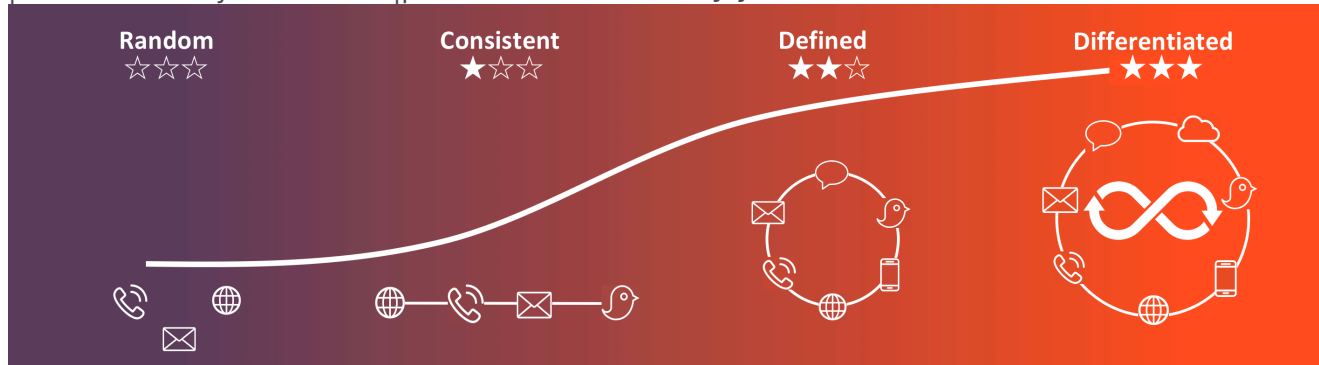
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Go!



Digital - Maturity Level for Genesys Multicloud CX

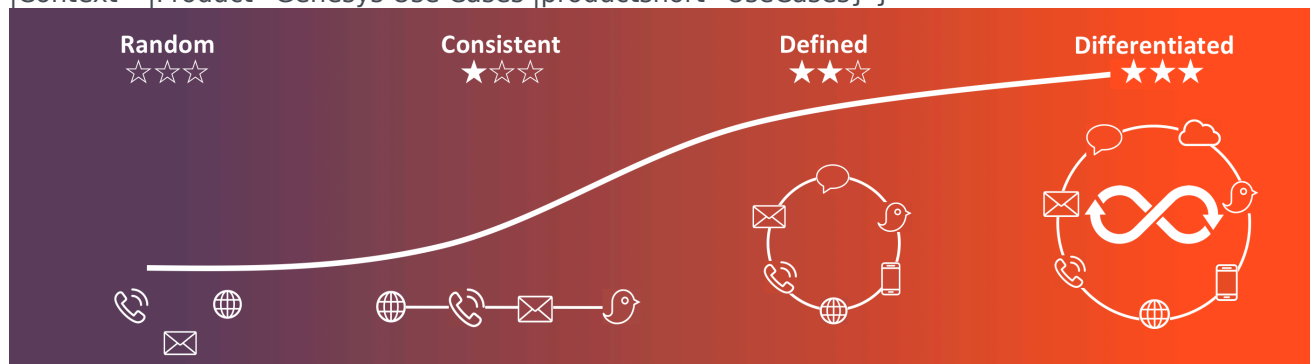
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Consistent	Defined	Differentiated
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Inbound - Maturity Level for Genesys Multicloud CX

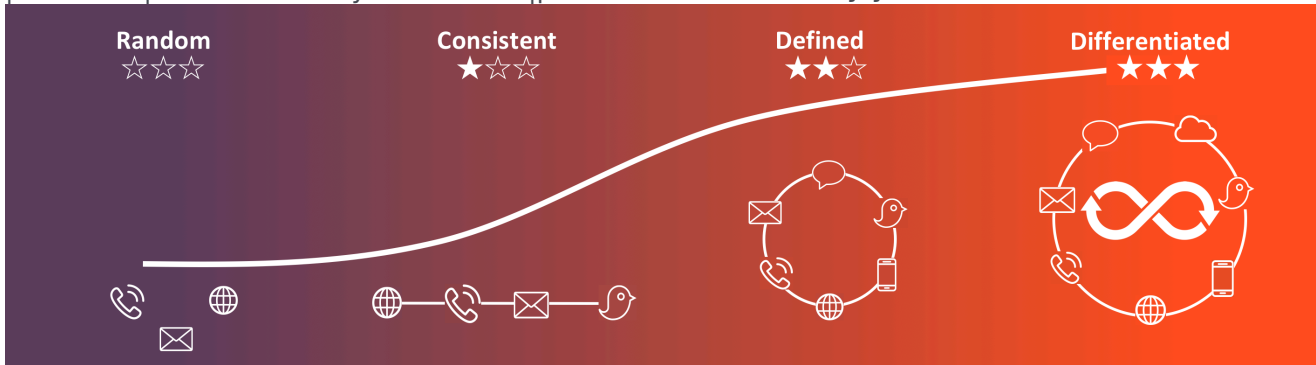
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Consistent	Defined	Differentiated
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Marketing - Maturity Level for Genesys Multicloud CX

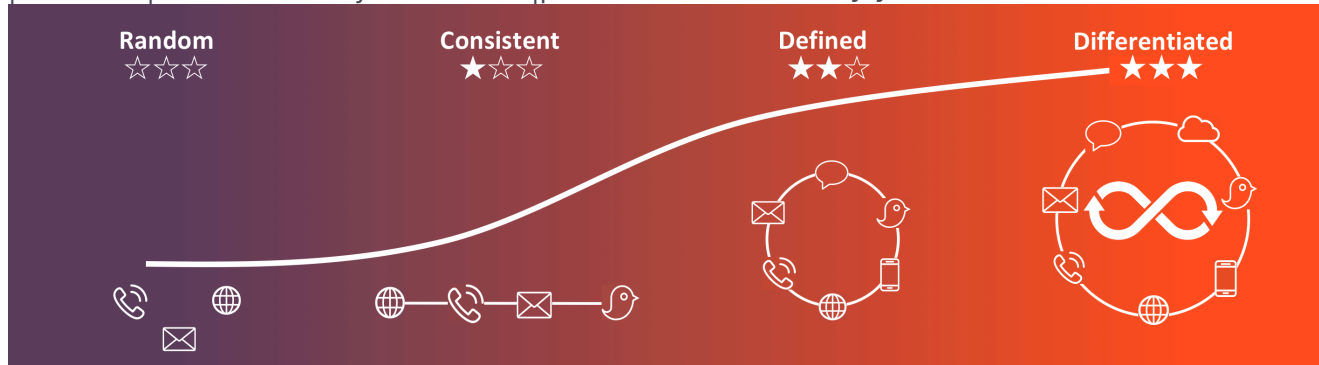
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Consistent	Defined	Differentiated
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Open Platform - Maturity Level for Genesys Multicloud CX

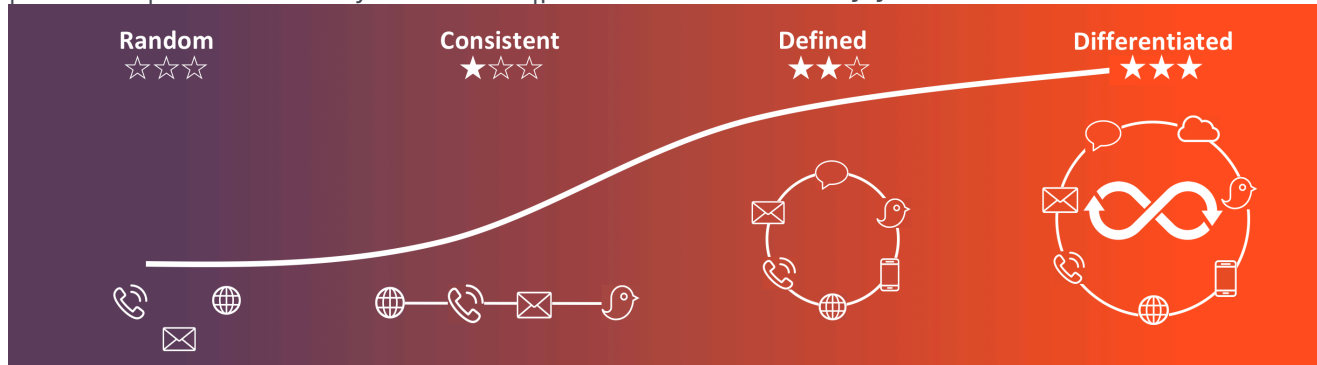
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Consistent	Defined	Differentiated
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Outbound - Maturity Level for Genesys Multicloud CX

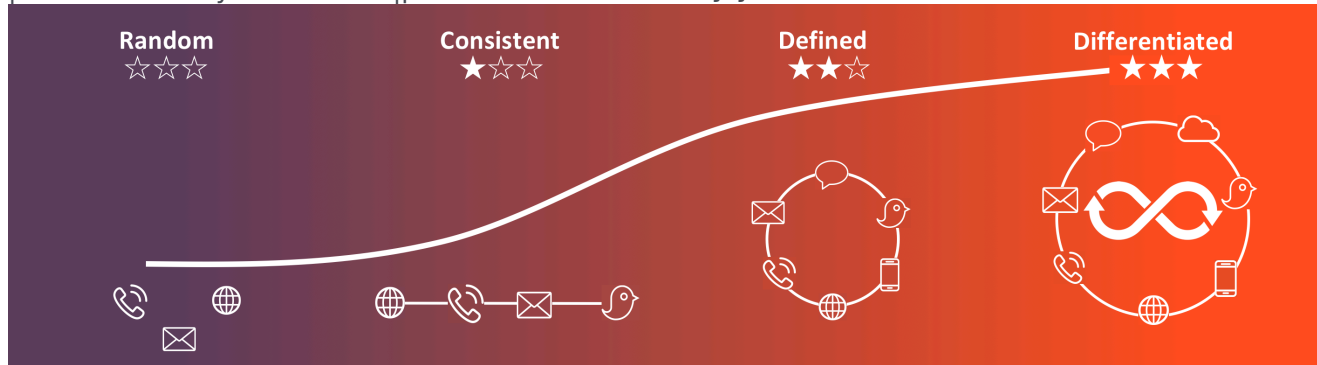
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Consistent	Defined	Differentiated
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Sales - Maturity Level for Genesys Multicloud CX

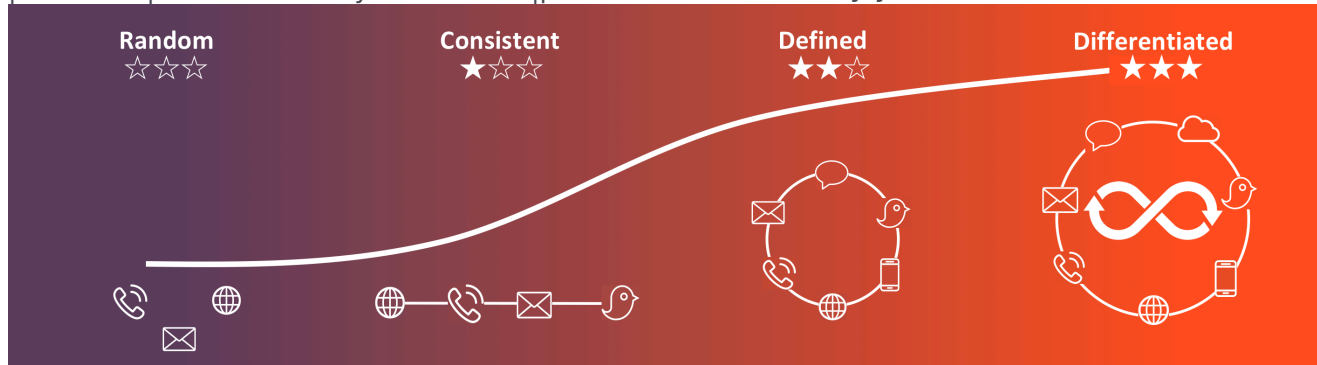
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Consistent	Defined	Differentiated
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Self-service and Automation - Maturity Level for Genesys Multicloud CX

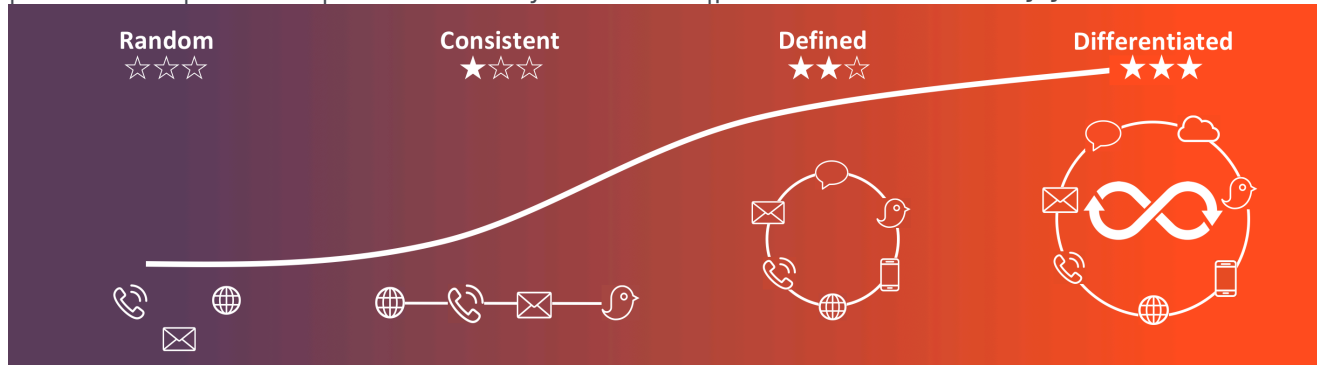
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Consistent	Defined	Differentiated
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Workforce Engagement - Maturity Level for Genesys Multicloud CX

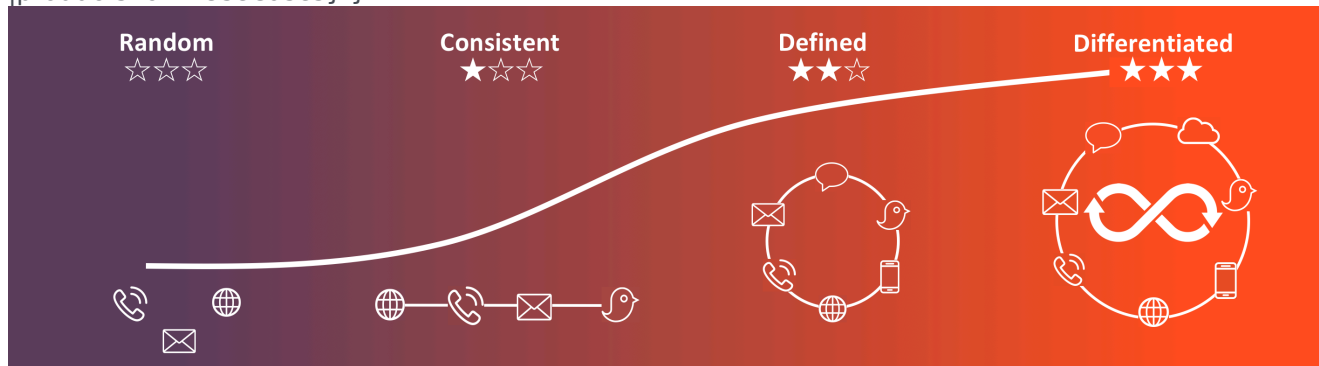
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Consistent	Defined	Differentiated
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Digital - Maturity Level for Genesys Engage on-premises

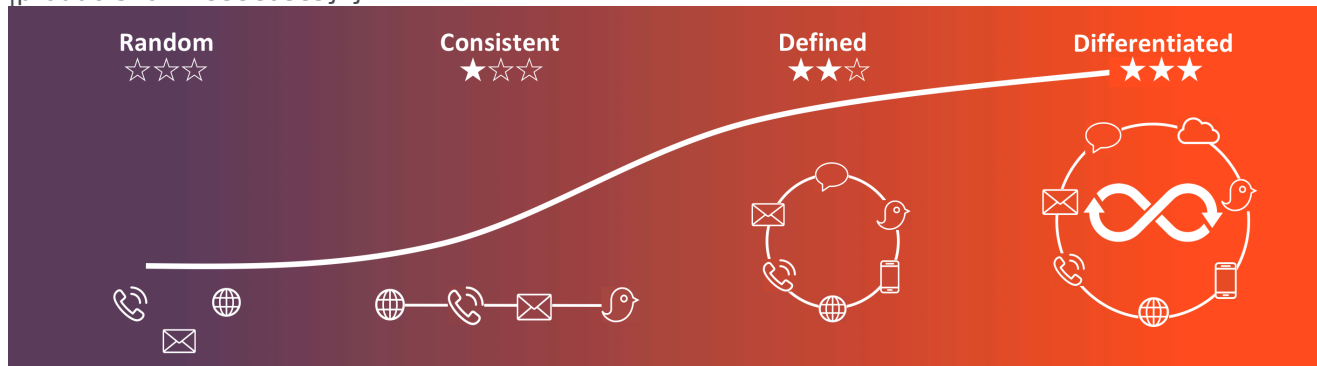
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Consistent	Defined	Differentiated
<ul style="list-style-type: none"> • BO02 - Genesys Work and Lead Distribution • BO03 - Genesys Task Distribution-Workgroup • BO11 - Genesys Dynamic Case Management • CE16 - Genesys Email Routing • CE18 - Genesys Chat 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

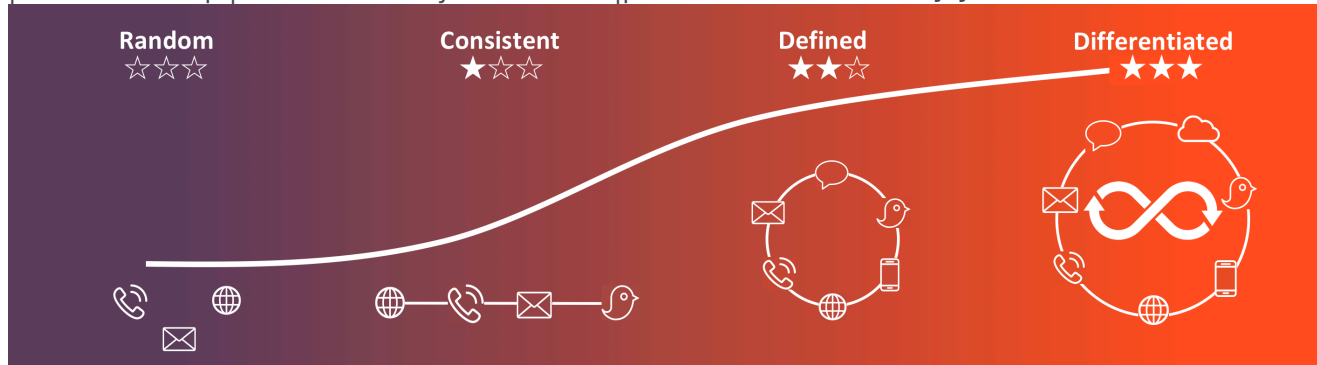
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Consistent	Defined	Differentiated
<ul style="list-style-type: none"> • BO07 - Genesys KPI Insights • CE01 - Genesys Call Routing • CE03 - Genesys Callback 	<ul style="list-style-type: none"> • CE02 - Genesys Personalized Routing • CE21 - Genesys Click-to-Call 	<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

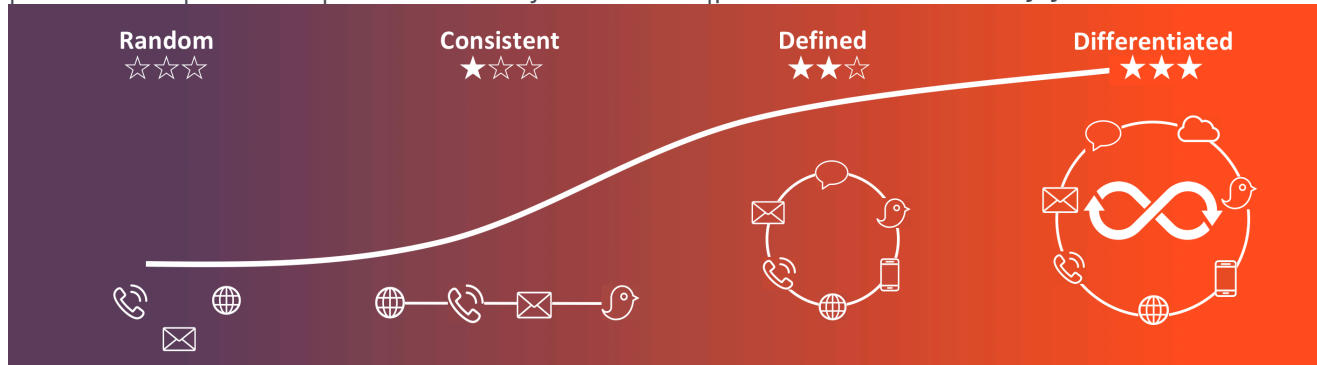
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Consistent	Defined	Differentiated
No use cases with Consistent maturity for this product category.	No use cases with Defined maturity for this product category.	No use cases with Differentiated maturity for this product category.

Open Platform - Maturity Level for Genesys Engage on-premises

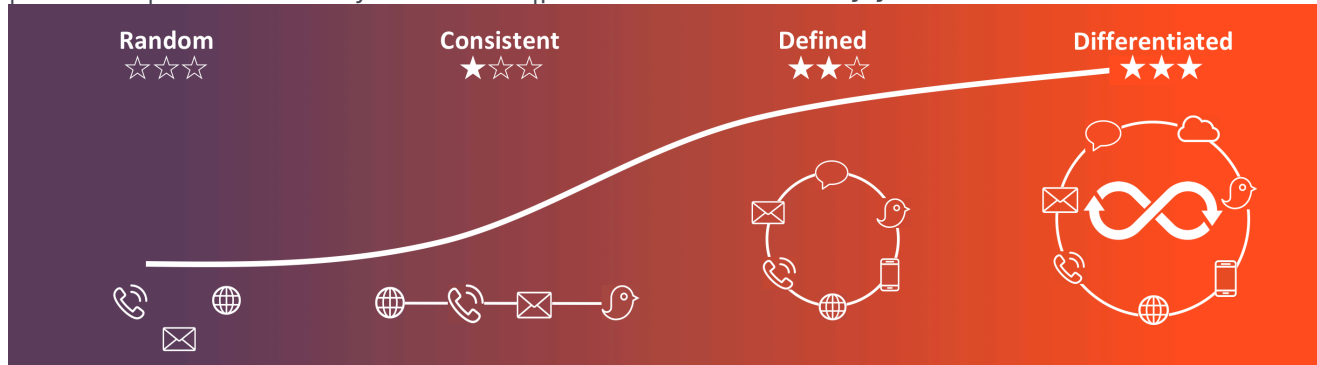
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Consistent	Defined	Differentiated
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Outbound - Maturity Level for Genesys Engage on-premises

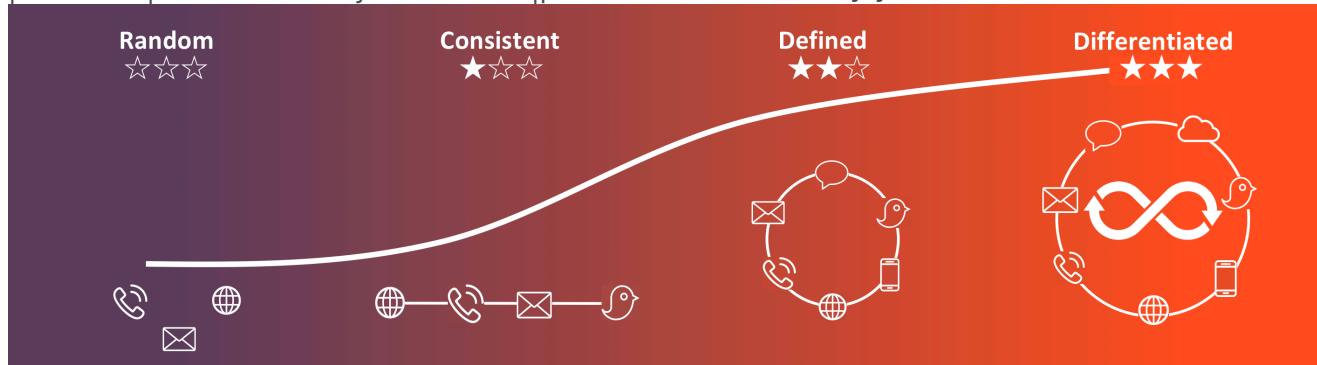
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Consistent	Defined	Differentiated
<ul style="list-style-type: none"> CE11 - Genesys Outbound Dialer CE12 - Genesys SMS & Email Notifications 	<ul style="list-style-type: none"> CE13 - Genesys Omnichannel Notifications 	No use cases with Differentiated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

Sales - Maturity Level for Genesys Engage on-premises

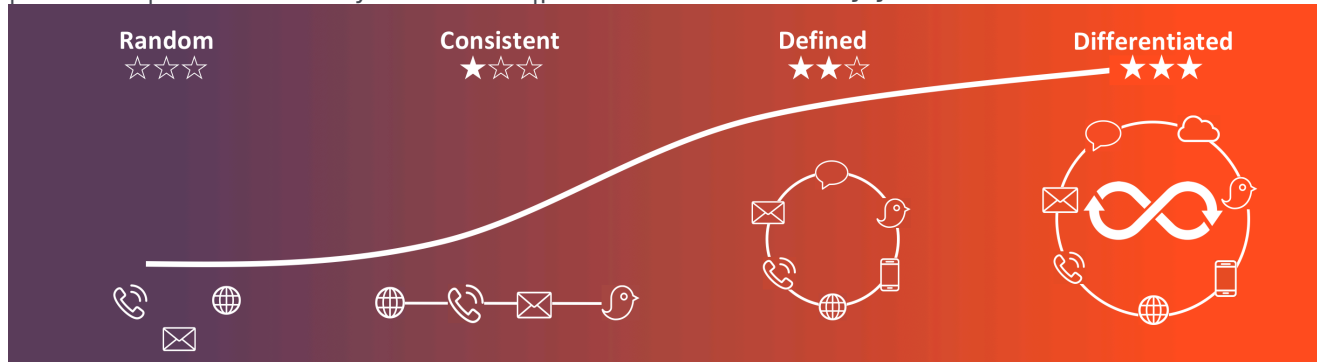
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Consistent	Defined	Differentiated
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Self-service and Automation - Maturity Level for Genesys Engage on-premises

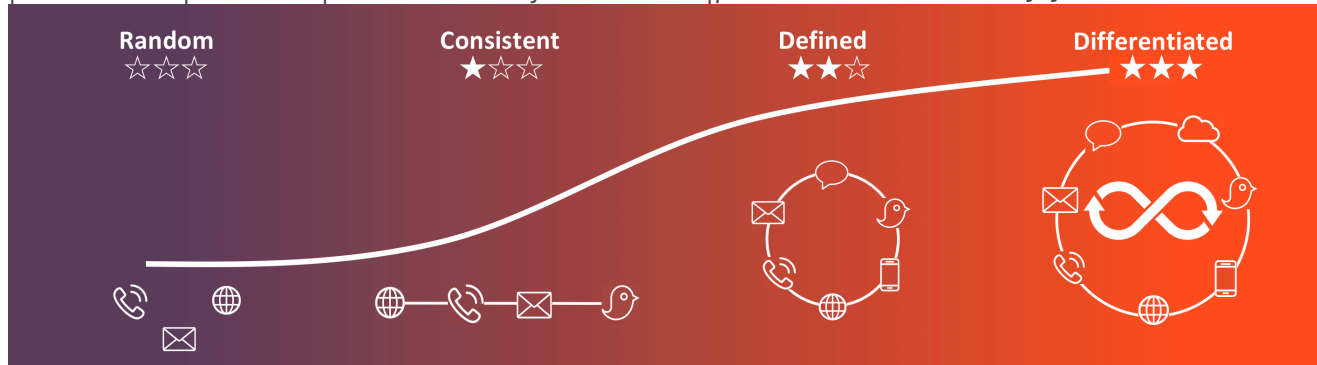
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Consistent	Defined	Differentiated
<ul style="list-style-type: none"> CE07 - Genesys Customer Authentication 	<ul style="list-style-type: none"> CE09 - Genesys IVR Personalization CE28 - Genesys Knowledge Management 	<ul style="list-style-type: none">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

Workforce Engagement - Maturity Level for Genesys Engage on-premises

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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		