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Genesys Multicloud CX Maturity Level

Digital - Maturity Level for Genesys Engage on-premises

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