Genesys Multicloud CX Maturity Level

Inbound - Maturity Level for Genesys Engage on-premises

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{{#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
• BO07 - Genesys KPI Insights • CE01 - Genesys Call Routing • CE03 - Genesys Callback	• CE02 - Genesys Personalized Routing • CE21 - Genesys Click-to-Call	• BO06 - Genesys Predictive Routing for Customer Service • SL06 - Genesys Predictive Routing for Sales