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# 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} }

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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>