



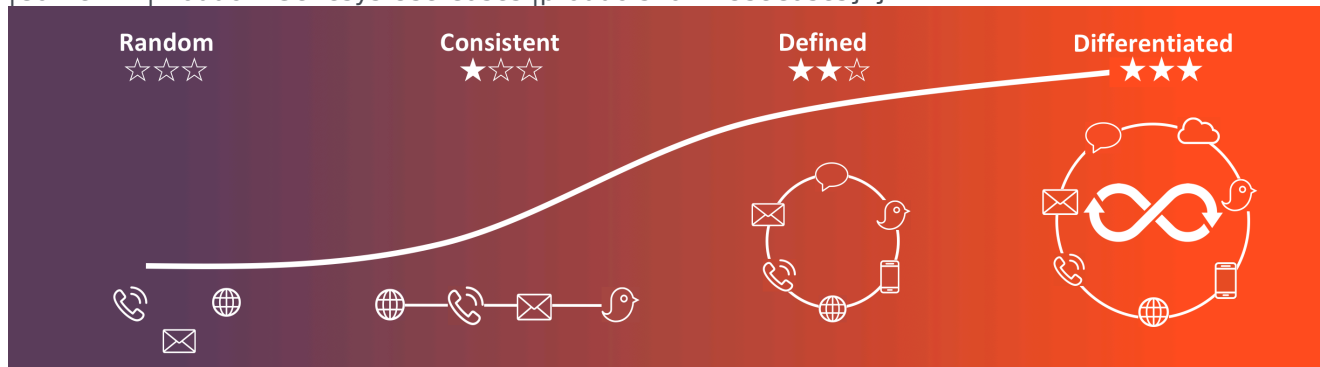
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Genesys Multicloud CX Maturity Level

Outbound - Maturity Level for Genesys Engage on-premises

8/26/2025

```
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|Context= |Product=Genesys Use Cases |productshort=UseCases} }
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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.