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# Genesys Multicloud CX Maturity Level

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

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{ {#cargo_store:_table=Article |Platform= |DisplayName=PremSelfservice |TocName= |Dimension=
|Context= |Product=Genesys Use Cases |productshort=UseCases} }
```



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