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