GENESYS™

Genesys Multicloud CX Maturity Level

Workforce Engagement - Maturity Level for Genesys Engage on-premises

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

Consistent	Defined	Differentiated
• EE01 - Genesys Workforce Scheduling for Voice • EE03 - Genesys Shrinkage Management • EE07 - Genesys Voice Recording • EE10-A - Genesys Employee Schedule Preferences • EE10-B - Genesys Employee Schedule Preferences • EE10-C - Genesys Employee Schedule Preferences • EE10-D - Genesys Employee Schedule Preferences • EE13 - Genesys Skills Assessment • EE14 - Genesys Performance Management • EE15 - Genesys Proficiency Development • EE16 - Genesys Skills Management • EE17 - Genesys Outsourcer Management • EE19 - Genesys Compliance Certification • EE20 - Genesys Employee	• EE02 - Genesys Omnichannel Workforce Scheduling • EE04 - Genesys Schedule-based Routing • EE08 - Genesys Voice and Screen Recording • EE09 - Genesys Quality Management • EE23 - Genesys Advanced Text and Speech Analytics • EE24 - Genesys Text and Speech Analytics for Customer Service • EE26 - Genesys Back-office Scheduling • EE28 - Genesys Task-based Scheduling • EE29 - Genesys Compliance Recording • EE30 - Genesys Selective Recording	• EE11 - Genesys Shift Bidding • EE12 - Genesys Training and Activity Scheduling • EE27 - Genesys WFM Third-Party Integration

Consistent	Defined	Differentiated
Onboarding • EE21 - Genesys IVR Recording • EE22 - Genesys Speech Analytics • EE25 - Genesys Text and Speech Analytics for Compliance		