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PureConnect Use Cases

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Sort or search the table to find the use case you want to view, then click the title.

ID	Title	Product Category	Subtitle
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"> BO02 Genesys Work and Lead Distribution Digital Optimizing work distribution across the enterprise to deliver all promises on time"> BO07 Genesys KPI Insights Inbound Monitor and analyze interaction data to detect addressable service level anomalies"> BO11 Genesys Dynamic Case Management Digital Combine Genesys Omnichannel customer experience with Dynamic Case Management to support human-centric automation, continuous innovation and transformation."> CE01 Genesys Call Routing Inbound Route voice interactions to the best skilled resource"> CE02 Genesys Personalized Routing Inbound Apply personalized routing to voice interactions"> CE03 Genesys Callback Inbound Offer callback to queuing callers"> CE07 Genesys Customer Authentication Self-Service and Automation Identify and verify customers in your IVR"> CE08 Genesys Voice Payment Self-Service and Automation Capture payments in your IVR"> CE09 Genesys IVR Personalization Self-Service and Automation Increase self-service by personalizing your IVR"> CE11 Genesys Outbound Dialer Outbound Improve customer communications and increase sales conversion using powerful dialer capabilities"> CE16 Genesys Email Routing Digital Route email interactions to the best skilled resource"> CE18 Genesys Chat Routing Digital Route chat interactions to the best skilled resource"> CE19 Genesys Social Media Routing Digital Engage with your customers through social channels"> CE22 Genesys Digital Callback Digital Enable customers to request a callback from your website or app"> CE29 Genesys SMS Routing Digital Route SMS interactions to the best resource"> CE31 Genesys Chatbots Self-Service and Automation Use chatbots to automate customer conversations and seamlessly hand over to a chat agent when needed."> CE37 Genesys Predictive Engagement Digital Use AI powered journey analytics to observe website activity, predict visitor outcomes, and proactively engage with prospects and customers via agent-assisted chat, content offer or chatbot."> CE41 Genesys Voicebots Self-Service and Automation Use voicebots to automate customer conversations and seamlessly hand over to an agent if needed."> EE01 Genesys Workforce Scheduling for Voice Workforce Engagement Optimize employee utilization for voice interactions"> EE02 Genesys Omnichannel Workforce Scheduling Workforce Engagement Optimize employee utilization for all digital interactions"> EE03 Genesys Shrinkage Management Workforce Engagement Improve operational effectiveness by better managing agent non-working time">

EE07 Genesys Voice Recording Workforce Engagement Record voice interactions"> EE08 Genesys Voice and Screen Recording Workforce Engagement Record voice and screen interactions"> EE09 Genesys Quality Management Workforce Engagement Improve employee performance with quality management"> EE10-A Genesys Employee Schedule Preferences Workforce Engagement Empower employees with self-administration of their schedule"> EE10-B Genesys Employee Schedule Preferences Workforce Engagement Empower employees with self-administration of their schedule"> EE10-C Genesys Employee Schedule Preferences Workforce Engagement Empower employees with self-administration of their schedule"> EE10-D Genesys Employee Schedule Preferences Workforce Engagement Empower employees with self-administration of their schedule"> EE11 Genesys Shift Bidding Workforce Engagement Empower employees to influence their schedules"> EE22 Genesys Speech Analytics Workforce Engagement Gain basic insight into voice interactions using speech analytics"> EE23 Genesys Advanced Text and Speech Analytics Workforce Engagement Achieve deeper operational insights with speech and text Analytics"> EE24 Genesys Text and Speech Analytics for Customer Service Workforce Engagement Mine call recordings for insights to improve agent and customer experiences"> EE25 Genesys Text and Speech Analytics for Compliance Workforce Engagement Enforce compliance and legal responsibilities with speech and text analytics"> OP01 Genesys Business Communications Open Platform Simplify contact center and business communications