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PureConnect Use Cases

This page lists all PureConnect use cases and other use cases that can be implemented with that use case to optimize the benefits to the customer.

Use Case	Value augmenting use cases	Maturity
	<ul style="list-style-type: none"> • Genesys Email Routing (CE16) • Genesys Forecasting and Scheduling (WF01) • Genesys Back-office Scheduling (EE26) • Genesys Dynamic Case Management (BO11) 	Consistent
	Not mandatory for any use case.	Consistent
	Not mandatory for any use case.	Defined
	<ul style="list-style-type: none"> • Genesys Predictive Routing for Customer Service (BO06) • Genesys Customer Authentication (CE07) • Genesys Omnichannel Notifications (CE13) • Genesys Co-browse (CE27) • Genesys Forecasting and Scheduling (WF01) • Genesys Interaction Recording (WF04) • Genesys Voice and Screen Recording (WF05) • Genesys KPI Insights (BO07) • Genesys Callback (CE03) • Genesys IVR Personalization (CE09) • Genesys Workforce 	Consistent

Use Case	Value augmenting use cases	Maturity
	<p>Scheduling for Voice (EE01)</p> <ul style="list-style-type: none"> • Genesys Schedule-based Routing (EE04) • Genesys Voice Recording (EE07) • Genesys Predictive Routing for Sales (SL06) • Genesys Dynamic Case Management (BO11) • Genesys Voice Payment (CE08) • Genesys Outbound Dialer (CE11) • Genesys Voice and Screen Recording (EE08) 	
	<ul style="list-style-type: none"> • Genesys Predictive Routing for Customer Service (BO06) • Genesys KPI Insights (BO07) • Genesys Callback (CE03) • Genesys Customer Authentication (CE07) • Genesys IVR Personalization (CE09) • Genesys Co-browse (CE27) • Genesys Workforce Scheduling for Voice (EE01) • Genesys Schedule-based Routing (EE04) • Genesys Voice Recording (EE07) • Genesys Predictive Routing for Sales (SL06) • Genesys Voice Payment (CE08) • Genesys Outbound Dialer (CE11) • Genesys Voice and Screen Recording (EE08) 	<p>Defined</p>

Use Case	Value augmenting use cases	Maturity
	<ul style="list-style-type: none"> Genesys Dynamic Case Management (BO11) 	Consistent
	<ul style="list-style-type: none"> Genesys Personalized Routing with Callback (CE43) Genesys Personalized Routing (CE02) Genesys Multimodal IVR (CE10) Genesys IVR Personalization (CE09) 	Consistent
	<ul style="list-style-type: none"> Genesys Multimodal IVR (CE10) 	Consistent
	<ul style="list-style-type: none"> Genesys Multimodal IVR (CE10) Genesys Dynamic Case Management (BO11) 	Defined
	<ul style="list-style-type: none"> Genesys Dynamic Case Management (BO11) 	Consistent
	<ul style="list-style-type: none"> Quality Assurance and Compliance (WE01) Resource Management (WE02) Genesys Predictive Routing for Customer Service (BO06) Genesys Omnichannel Notifications (CE13) Genesys Forecasting and Scheduling (WF01) Genesys Work and Lead Distribution (BO02) Genesys KPI Insights (BO07) Genesys Personalized Digital Routing (CE20) Genesys Omnichannel 	Consistent

Use Case	Value augmenting use cases	Maturity
	<ul style="list-style-type: none"> Workforce Scheduling (EE02) • Genesys Schedule-based Routing (EE04) • Genesys Predictive Routing for Sales (SL06) • Genesys Dynamic Case Management (BO11) 	
	<ul style="list-style-type: none"> • Genesys Chatbots (CE31) • Quality Assurance and Compliance (WE01) • Resource Management (WE02) • Genesys Predictive Routing for Customer Service (BO06) • Genesys Co-browse (CE27) • Genesys Knowledge Management (CE28) • Genesys Forecasting and Scheduling (WF01) • Genesys KPI Insights (BO07) • Genesys Personalized Digital Routing (CE20) • Genesys Predictive Engagement (CE37) • Genesys Omnichannel Workforce Scheduling (EE02) • Genesys Predictive Routing for Sales (SL06) • Genesys Dynamic Case Management (BO11) 	Consistent
	<ul style="list-style-type: none"> • Genesys Predictive Routing for Customer Service (BO06) • Genesys Messaging (CE34) • Genesys Forecasting and Scheduling (WF01) • Genesys Dynamic Case Management (BO11) 	Defined

Use Case	Value augmenting use cases	Maturity
	<ul style="list-style-type: none"> • Genesys Omnichannel Workforce Scheduling (EE02) • Genesys Schedule-based Routing (EE04) • Genesys Predictive Routing for Sales (SL06) • Genesys Chatbots (CE31) 	
	<ul style="list-style-type: none"> • Genesys Co-browse (CE27) • Genesys Dynamic Case Management (BO11) 	Defined
	<ul style="list-style-type: none"> • Genesys Chatbots (CE31) • Quality Assurance and Compliance (WE01) • Genesys Omnichannel Notifications (CE13) • Genesys Forecasting and Scheduling (WF01) • Genesys Personalized Digital Routing (CE20) • Genesys Omnichannel Workforce Scheduling (EE02) • Genesys Schedule-based Routing (EE04) • Genesys Dynamic Case Management (BO11) 	Consistent
	<ul style="list-style-type: none"> • Genesys Agent Assist (EE31) • Genesys Messaging (CE34) • Genesys Predictive Engagement (CE37) 	Differentiated
	<ul style="list-style-type: none"> • Genesys Chatbots (CE31) 	Differentiated
	<ul style="list-style-type: none"> • Genesys Agent Assist (EE31) 	Differentiated

Use Case	Value augmenting use cases	Maturity
	<ul style="list-style-type: none"> • Genesys Shrinkage Management (EE03) • Genesys Schedule-based Routing (EE04) • Genesys Employee Schedule Preferences (EE10-A) • Genesys Employee Schedule Preferences (EE10-B) • Genesys Employee Schedule Preferences (EE10-C) • Genesys Employee Schedule Preferences (EE10-D) • Genesys Shift Bidding (EE11) • Genesys Training and Activity Scheduling (EE12) • Genesys WFM Third-Party Integration (EE27) • Genesys Task-based Scheduling (EE28) 	Consistent
	<ul style="list-style-type: none"> • Genesys Shrinkage Management (EE03) • Genesys Schedule-based Routing (EE04) • Genesys Employee Schedule Preferences (EE10-A) • Genesys Employee Schedule Preferences (EE10-B) • Genesys Employee Schedule Preferences (EE10-C) • Genesys Employee Schedule Preferences (EE10-D) • Genesys Shift Bidding (EE11) • Genesys Training and Activity Scheduling (EE12) • Genesys WFM Third-Party Integration (EE27) • Genesys Task-based Scheduling (EE28) 	Defined

Use Case	Value augmenting use cases	Maturity
	Not mandatory for any use case.	Consistent
	<ul style="list-style-type: none"> • Genesys IVR Recording (EE21) • Genesys Speech Analytics (EE22) • Genesys Compliance Recording (EE29) • Genesys Selective Recording (EE30) • Genesys Quality Management (EE09) 	Consistent
	<ul style="list-style-type: none"> • Genesys IVR Recording (EE21) • Genesys Speech Analytics (EE22) • Genesys Compliance Recording (EE29) • Genesys Selective Recording (EE30) • Genesys Quality Management (EE09) 	Defined
	Not mandatory for any use case.	Defined
	Not mandatory for any use case.	Consistent
	Not mandatory for any use case.	Consistent
	Not mandatory for any use case.	Consistent
	Not mandatory for any use case.	Consistent
	Not mandatory for any use case.	Differentiated
	Not mandatory for any use case.	Consistent
	Not mandatory for any use case.	Defined
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Use Case	Value augmenting use cases	Maturity
	Not mandatory for any use case.	Consistent
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