GENESYS™

PureConnect Use Cases

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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
	• Genesys Email Routing (CE16) • 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
	• Genesys Agent Assist (EE31) • Genesys Agent Copilot (EE32) • Genesys Predictive Routing for Customer Service (BO06) • Genesys KPI Insights (BO07) • Genesys Callback (CE03) • Genesys IVR Personalization (CE09) • Genesys Omnichannel Notifications (CE13) • 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 Dynamic Case	Consistent

Use Case	Value augmenting use cases	Maturity
	Management (BO11) • Genesys Voice Payment (CE08) • Genesys Outbound Dialer (CE11) • Genesys Voice and Screen Recording (EE08)	
	• 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)	Defined
	• Genesys Dynamic Case Management (BO11)	Consistent
	• Genesys Personalized Routing with Callback (CE43) • Genesys Personalized Routing (CE02)	Consistent

Use Case	Value augmenting use cases	Maturity
	• Genesys Multimodal IVR (CE10) • Genesys IVR Personalization (CE09)	
	• Genesys Multimodal IVR (CE10)	Consistent
	• Genesys Multimodal IVR (CE10) • Genesys Dynamic Case Management (BO11)	Defined
	• Genesys Dynamic Case Management (BO11)	Consistent
	• Genesys Work Automation (BO01) • Quality Assurance and Compliance (WE01) • Resource Management (WE02) • Genesys Work and Lead Distribution (BO02) • Genesys Predictive Routing for Customer Service (BO06) • Genesys KPI Insights (BO07) • Genesys Omnichannel Notifications (CE13) • Genesys Personalized Digital Routing (CE20) • Genesys Omnichannel Workforce Scheduling (EE02) • Genesys Schedule-based Routing (EE04) • Genesys Predictive Routing for Sales (SL06) • Genesys Dynamic Case Management (BO11)	Consistent

Use Case	Value augmenting use cases	Maturity
	• Genesys Chatbots (CE31) • Quality Assurance and Compliance (WE01) • Resource Management (WE02) • Genesys Predictive Routing for Customer Service (BO06) • Genesys KPI Insights (BO07) • Genesys Personalized Digital Routing (CE20) • Genesys Co-browse (CE27) • Genesys Predictive Engagement (CE37) • Genesys Omnichannel Workforce Scheduling (EE02) • Genesys Predictive Routing for Sales (SL06) • Genesys Dynamic Case Management (BO11)	Consistent
	• Genesys Predictive Routing for Customer Service (BO06) • Genesys Dynamic Case Management (BO11) • Genesys Messaging (CE34) • Genesys Omnichannel Workforce Scheduling (EE02) • Genesys Schedule-based Routing (EE04) • Genesys Predictive Routing for Sales (SL06) • Genesys Chatbots (CE31)	Defined
	• Genesys Co-browse (CE27) • Genesys Dynamic Case Management (BO11)	Defined
	• Genesys Chatbots (CE31)	Consistent

Use Case	Value augmenting use cases	Maturity
	• Quality Assurance and Compliance (WE01) • Genesys Omnichannel Notifications (CE13) • Genesys Personalized Digital Routing (CE20) • Genesys Omnichannel Workforce Scheduling (EE02) • Genesys Schedule-based Routing (EE04) • Genesys Dynamic Case Management (BO11)	
	• Genesys Agent Assist (EE31) • Genesys Agent Copilot (EE32) • Genesys Messaging (CE34) • Genesys Predictive Engagement (CE37)	Differentiated
	• Genesys Chatbots (CE31)	Differentiated
	• Genesys Agent Assist (EE31) • Genesys Agent Copilot (EE32)	Differentiated
	• 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	Consistent

Use Case	Value augmenting use cases	Maturity
	Scheduling (EE12) • Genesys WFM Third-Party Integration (EE27) • Genesys Task-based Scheduling (EE28)	
	• 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
	Not mandatory for any use case.	Consistent
	• Genesys IVR Recording (EE21) • Genesys Speech Analytics (EE22) • Genesys Compliance Recording (EE29) • Genesys Selective Recording (EE30) • Genesys Quality Management (EE09)	Consistent
	• Genesys IVR Recording (EE21)	Defined

Use Case	Value augmenting use cases	Maturity
	• Genesys Speech Analytics (EE22) • Genesys Compliance Recording (EE29) • Genesys Selective Recording (EE30) • Genesys Quality Management (EE09)	
	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
	Not mandatory for any use case.	Defined
	Not mandatory for any use case.	Consistent
	Not mandatory for any use case.	Defined