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## PureConnect Use Cases

Genesys Digital



## Genesys Digital Use Cases for PureConnect

Sort or search the table to find the use case you need to edit. Click the title link to go to the use case.

| Use Case | Subtitle |
|----------|----------|
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"> Genesys Work and Lead Distribution (BO02) Optimizing work distribution across the enterprise to deliver all promises on time"> Genesys Dynamic Case Management (BO11) Combine Genesys Omnichannel customer experience with Dynamic Case Management to support human-centric automation, continuous innovation and transformation."> Genesys Email Routing (CE16) Route email interactions to the best skilled resource"> Genesys Chat Routing (CE18) Route chat interactions to the best skilled resource"> Genesys Social Media Routing (CE19) Engage with your customers through social channels"> Genesys Digital Callback (CE22) Enable customers to request a callback from your website or app"> Genesys SMS Routing (CE29) Route SMS interactions to the best resource"> Genesys Predictive Engagement (CE37) 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.

