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PureConnect Use Cases

Genesys Workforce Scheduling for Voice (EE01) for PureConnect

12/26/2025

> **Important**
>
> The Optimizer Use Case for PureConnect is not available. Please reference the Genesys Workforce Scheduling for Voice (EE01) for Genesys Engage on-premises product and use case as a Workforce Engagement Management option.

Optimize employee utilization for voice interactions

What's the challenge?

Optimizing employees' schedules is a tricky balance. Under staff, and customer experience can suffer as wait times climb, SLAs slip, and agents feel pressured. Over staff, and high workforce costs cut into your bottom line. Without easy, accurate forecasts, it's hard to schedule your workforce effectively.

What's the solution?

Find the right balance. Your Genesys solution automatically gathers data, making it easy to get accurate forecasts and scheduling scenarios across queues and activities. Factor in agent skills and contract rules to cover your bases, and get real-time insight and monitoring into SLAs and schedule adherence.

Other offerings:

Genesys Engage on-premises

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Use Case Overview

Story and Business Context

Use Case Benefits*

The following benefits are based on benchmark information captured from Genesys customers and may vary based on industry, lines of business or Genesys product line: *Info needed.*

Summary

Use Case Definition

Info needed.

Business and Distribution Logic

Business Logic

User Interface & Reporting

Reporting

Customer-facing Considerations

Interdependencies

All required, alternate, and optional use cases are listed here, as well as any exceptions.

All of the following required:	At least one of the following required:	Optional	Exceptions
None	None	None	None

Document Version

- Version **v 1.0.0** last updated **December 26, 2025**