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## PureConnect Use Cases

Genesys Shrinkage Management (EE03) for PureConnect

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## Important

The Optimizer Use Case for PureConnect is not available. Please reference the Genesys Shrinkage Management (EE03) for Genesys Engage on-premises product and use case as a Workforce Engagement Management option.

## Improve operational effectiveness by better managing agent non-working time

### What's the challenge?

Your contact center has many locations, time zones, and employees. Managing shrinkage with a spreadsheet based approach isn't working. Shrinkage is eroding the amount of time agents spend handling customer interactions which leads to increased operational expense, reduced service levels, and customer churn.

### What's the solution?

Genesys WFM Solution improves forecast and schedule accuracy by including shrinkage in the plan. Schedule adherence, a primary cause of shrinkage, tracks variances between target and actual employee availability. With accurate workforce scheduling you can deliver higher service levels at lower operating costs.

### 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.

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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 **April 13, 2026**