



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# PureConnect Use Cases

## Genesys Shift Bidding (EE11) for PureConnect

7/26/2024

---

## Important

The Optimizer Use Case for PureConnect is not available. Please reference the Genesys Shift Bidding (EE11) for Genesys Engage on-premises product and use case as a Workforce Engagement Management option.

## Empower employees to influence their schedules

### What's the challenge?

As millennials make up more of your workforce, they want more control in their lives and a way to easily influence their schedules. Managers want to reduce the time it takes to manage this process as long as the contact center runs efficiently.

### What's the solution?

Supervisors manage specific employees who can choose shifts or schedule they want while managing the operation of the contact center.

## Other offerings:

Genesys Engage on-premises

## Contents

- [1 What's the challenge?](#)
- [2 What's the solution?](#)
- [3 Use Case Overview](#)
  - [3.1 Story and Business Context](#)
  - [3.2 Use Case Benefits\\*](#)
  - [3.3 Summary](#)
- [4 Use Case Definition](#)
  - [4.1 Business and Distribution Logic](#)
- [5 User Interface & Reporting](#)

- 
- 5.1 Reporting
  - 6 Customer-facing Considerations
    - 6.1 Interdependencies
    - 6.2 Document Version

---

## 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 1.0.1** last updated **July 27, 2024**