

# **GENESYS**

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# PureConnect Use Cases

Genesys Shift Bidding (EE11) for PureConnect

### **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

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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 1.0.1 last updated November 28, 2025