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PureConnect Use Cases

Genesys Shift Bidding (EE11) for PureConnect

5/26/2022

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 **May 27, 2022**