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# PureConnect Use Cases

## Genesys Shift Bidding (EE11) for PureConnect

5/19/2024

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## 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.

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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 1.0.1** last updated **May 20, 2024**