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PureConnect Use Cases

Genesys Advanced Text and Speech Analytics (EE23) for PureConnect

6/5/2026

> **Important**
> The Optimizer Use Case for PureConnect is not available. Please reference the Genesys Advanced Text and Speech Analytics (EE23) for Genesys Engage on-premises product and use case as a Workforce Engagement Management option.

Achieve deeper operational insights with speech and text Analytics

What's the challenge?

There's a lot of dialog that resides in your recorded voice calls and digital interactions. How do you make that data actionable and help improve your operational and strategic goals?

What's the solution?

Automate the transcription of your voice and digital interactions, including tools for deeper analysis and trending.

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 1.0.0** last updated **June 6, 2026**