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## PureConnect Use Cases

Genesys Advanced Text and Speech Analytics (EE23) for PureConnect

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## 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.

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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 1.0.0** last updated **May 16, 2026**