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# PureConnect Use Cases

## Genesys Advanced Text and Speech Analytics (EE23) for PureConnect

2/20/2026

> **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 **February 20, 2026**