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# PureConnect Use Cases

## Genesys Text and Speech Analytics for Customer Service (EE24) for PureConnect

5/17/2026

> **Important**
>
> The Optimizer Use Case for PureConnect is not available. Please reference the Genesys Text and Speech Analytics for Customer Service (EE24) for Genesys Engage on-premises product and use case as a Workforce Engagement Management option.

Mine call recordings for insights to improve agent and customer experiences

## What's the challenge?

Most customer requests and issues follow consistent patterns, but you still need people to make sense of their language to respond. Teams can still miss emerging changes in customer requests until they become bigger issues. Finally, how can you identify better issue handling to adopt for training?

## What's the solution?

AI transcription of voice, combined with text interactions in all channels, identifies keywords and phrases along with customer context to improve responses. Detect changes in the occurrence of words and phrases over time and across interactions to unlock valuable insights into call outcomes.

**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 **May 17, 2026**