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PureConnect Use Cases

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

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 **February 25, 2026**