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PureConnect Use Cases

Genesys Text and Speech Analytics for Compliance (EE25) for PureConnect

7/30/2025

> **Important**
>
> The Optimizer Use Case for PureConnect is not available. Please reference the Genesys Text and Speech Analytics for Compliance (EE25) for Genesys Engage on-premises product and use case as a Workforce Engagement Management option.

Enforce compliance and legal responsibilities with speech and text analytics

What's the challenge?

Many organizations work under strict regulatory requirements for use of data and communications. Monitoring for compliance adherence is a never-ending and stressful job. There isn’t time to check every interaction so you use sampling, but what if you miss a critical problem?

What's the solution?

Automated speech and text monitoring for comprehensive monitoring. Genesys systems check agent and organization compliance with legal, regulatory and organization obligations. Monitor 100 percent of interactions to reduce risk of compliance failures, litigation, financial impact and damage to reputation.

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 **July 30, 2025**