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PureConnect Use Cases

Genesys Inbound

2/5/2026

Genesys Inbound Use Cases for PureConnect

Sort or search the table to find the use case you need to edit. Click the title link to go to the use case.

Use Case	Subtitle
Use Case	**Subtitle**

"> Genesys KPI Insights (BO07) Monitor and analyze interaction data to detect addressable service level anomalies"> Genesys Call Routing (CE01) Route voice interactions to the best skilled resource"> Genesys Personalized Routing (CE02) Apply personalized routing to voice interactions"> Genesys Callback (CE03) Offer callback to queuing callers