

## **GENESYS**

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## PureConnect Use Cases

Interdependencies

This page lists all PureConnect use cases and their mandatory / Optional interdependencies as well as any exceptions which they cannot be implemented with..

Use Case	All of the following required:	At least one of the following required:	Optional	Cannot be implemented with the following:
			<ul> <li>Genesys Work and Lead Distribution (BO02)</li> <li>Genesys Call Routing (CE01)</li> <li>Genesys Callback (CE03)</li> <li>Genesys IVR Personalization (CE09)</li> <li>Genesys Outbound Dialer (CE11)</li> <li>Genesys Email Routing (CE16)</li> <li>Genesys Chat Routing (CE18)</li> <li>Genesys Digital Callback (CE22)</li> <li>Genesys SMS Routing (CE29)</li> </ul>	
	Genesys Call Routing (CE01)			
		• Genesys Call Routing (CE01)		

PureConnect Use Cases 2

Use Case	All of the following required:	At least one of the following required:	Optional	Cannot be implemented with the following:
		Genesys     Personalized     Routing (CE02)		
	Genesys     Personalized     Routing (CE02)			
	• Genesys Customer Authentication (CE07)		<ul> <li>Genesys Call Routing (CE01)</li> <li>Genesys Personalized Routing (CE02)</li> </ul>	
	• Genesys Personalized Routing (CE02)		• Genesys Customer Authentication (CE07)	
		<ul> <li>Genesys Call Routing (CE01)</li> <li>Genesys Personalized Routing (CE02)</li> </ul>		
		<ul> <li>Genesys Chat Routing (CE18)</li> <li>Genesys Social Media Routing (CE19)</li> <li>Genesys SMS Routing (CE29)</li> </ul>	• Genesys Predictive Engagement (CE37)	
	<ul><li>Genesys Chat Routing (CE18)</li><li>Genesys Chatbots</li></ul>			

PureConnect Use Cases 3

Use Case	All of the following required:	At least one of the following required:	Optional	Cannot be implemented with the following:
	(CE31)			
	Genesys Call Routing (CE01)			
		<ul> <li>Genesys Call Routing (CE01)</li> <li>Genesys Personalized Routing (CE02)</li> </ul>		
		<ul> <li>Genesys Call Routing (CE01)</li> <li>Genesys Personalized Routing (CE02)</li> </ul>		
		<ul> <li>Genesys Voice Recording (EE07)</li> <li>Genesys Voice and Screen Recording (EE08)</li> </ul>		

PureConnect Use Cases 4