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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 style="list-style-type: none"> • Genesys Work and Lead Distribution (BO02) • Genesys Call Routing (CE01) • Genesys Callback (CE03) • Genesys IVR Personalization (CE09) • Genesys Outbound Dialer (CE11) • Genesys Email Routing (CE16) • Genesys Chat Routing (CE18) • Genesys Digital Callback (CE22) • Genesys SMS Routing (CE29) 	
	<ul style="list-style-type: none"> • Genesys Call Routing (CE01) 			
		<ul style="list-style-type: none"> • Genesys Call Routing (CE01) 		

Use Case	All of the following required:	At least one of the following required:	Optional	Cannot be implemented with the following:
		<ul style="list-style-type: none"> Genesys Personalized Routing (CE02) 		
	<ul style="list-style-type: none"> Genesys Personalized Routing (CE02) 			
	<ul style="list-style-type: none"> Genesys Customer Authentication (CE07) 		<ul style="list-style-type: none"> Genesys Call Routing (CE01) Genesys Personalized Routing (CE02) 	
	<ul style="list-style-type: none"> Genesys Personalized Routing (CE02) 		<ul style="list-style-type: none"> Genesys Customer Authentication (CE07) 	
		<ul style="list-style-type: none"> Genesys Call Routing (CE01) Genesys Personalized Routing (CE02) 		
		<ul style="list-style-type: none"> Genesys Chat Routing (CE18) Genesys Social Media Routing (CE19) Genesys SMS Routing (CE29) 	<ul style="list-style-type: none"> Genesys Predictive Engagement (CE37) 	
	<ul style="list-style-type: none"> Genesys Chat Routing (CE18) Genesys Chatbots 			

Use Case	All of the following required:	At least one of the following required:	Optional	Cannot be implemented with the following:
	(CE31)			
	<ul style="list-style-type: none"> Genesys Call Routing (CE01) 			
		<ul style="list-style-type: none"> Genesys Call Routing (CE01) Genesys Personalized Routing (CE02) 		
		<ul style="list-style-type: none"> Genesys Call Routing (CE01) Genesys Personalized Routing (CE02) 		
		<ul style="list-style-type: none"> Genesys Voice Recording (EE07) Genesys Voice and Screen Recording (EE08) 		