GENESYS™

PureConnect Use Cases

Interdependencies

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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:
			• 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)	
	• Genesys Call Routing (CE01)			
		• 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:
		• Genesys Personalized Routing (CE02)		
	• Genesys Personalized Routing (CE02)			
	• Genesys Customer Authentication (CE07)		• Genesys Call Routing (CE01) • Genesys Personalized Routing (CE02)	
	• Genesys Personalized Routing (CE02)		• Genesys Customer Authentication (CE07)	
		• Genesys Call Routing (CE01) • Genesys Personalized Routing (CE02)		
		• Genesys Chat Routing (CE18) • Genesys Social Media Routing (CE19) • Genesys SMS Routing (CE29)	• Genesys Predictive Engagement (CE37)	
	• 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)			
	• Genesys Call Routing (CE01)			
		• Genesys Call Routing (CE01) • Genesys Personalized Routing (CE02)		
		• Genesys Call Routing (CE01) • Genesys Personalized Routing (CE02)		
		• Genesys Voice Recording (EE07) • Genesys Voice and Screen Recording (EE08)		