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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"> <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>	
	<ul style="list-style-type: none"> <li>• Genesys Call Routing (CE01)</li> </ul>			
		<ul style="list-style-type: none"> <li>• Genesys Call Routing (CE01)</li> </ul>		

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"> <li>Genesys Personalized Routing (CE02)</li> </ul>		
	<ul style="list-style-type: none"> <li>Genesys Personalized Routing (CE02)</li> </ul>			
	<ul style="list-style-type: none"> <li>Genesys Customer Authentication (CE07)</li> </ul>		<ul style="list-style-type: none"> <li>Genesys Call Routing (CE01)</li> <li>Genesys Personalized Routing (CE02)</li> </ul>	
	<ul style="list-style-type: none"> <li>Genesys Personalized Routing (CE02)</li> </ul>		<ul style="list-style-type: none"> <li>Genesys Customer Authentication (CE07)</li> </ul>	
		<ul style="list-style-type: none"> <li>Genesys Call Routing (CE01)</li> <li>Genesys Personalized Routing (CE02)</li> </ul>		
		<ul style="list-style-type: none"> <li>Genesys Chat Routing (CE18)</li> <li>Genesys Social Media Routing (CE19)</li> <li>Genesys SMS Routing (CE29)</li> </ul>	<ul style="list-style-type: none"> <li>Genesys Predictive Engagement (CE37)</li> </ul>	
	<ul style="list-style-type: none"> <li>Genesys Chat Routing (CE18)</li> <li>Genesys Chatbots</li> </ul>			

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"> <li>Genesys Call Routing (CE01)</li> </ul>			
		<ul style="list-style-type: none"> <li>Genesys Call Routing (CE01)</li> <li>Genesys Personalized Routing (CE02)</li> </ul>		
		<ul style="list-style-type: none"> <li>Genesys Call Routing (CE01)</li> <li>Genesys Personalized Routing (CE02)</li> </ul>		
		<ul style="list-style-type: none"> <li>Genesys Voice Recording (EE07)</li> <li>Genesys Voice and Screen Recording (EE08)</li> </ul>		