

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:
			 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)		

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)		 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			

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)			
		 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) 		

PureConnect Use Cases 4