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PureConnect Use Cases

Interdependencies

This page lists all Genesys PureConnect use cases and the other use cases that must be, can be or cannot be (Exceptions) implemented with them.

| Use Case | All of the following required: | At least one of the following required: | Optional | Exceptions |
|---|--------------------------------|---|---|------------|
| Genesys Work and Lead Distribution (BO02) | None | None | None | None |
| Genesys KPI Insights (BO07) | None | None | None | None |
| Genesys Dynamic Case Management (BO11) | None | None | <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) | None |

| Use Case | All of the following required: | At least one of the following required: | Optional | Exceptions |
|--|--|--|--|------------|
| Genesys Call Routing (CE01) | None | None | None | None |
| Genesys Personalized Routing (CE02) | <ul style="list-style-type: none"> Genesys Call Routing (CE01) | None | None | None |
| Genesys Callback (CE03) | None | <ul style="list-style-type: none"> Genesys Call Routing (CE01) Genesys Personalized Routing (CE02) | None | None |
| Genesys Customer Authentication (CE07) | <ul style="list-style-type: none"> Genesys Personalized Routing (CE02) | None | None | None |
| Genesys Voice Payment (CE08) | <ul style="list-style-type: none"> Genesys Customer Authentication (CE07) | None | <ul style="list-style-type: none"> Genesys Call Routing (CE01) Genesys Personalized Routing (CE02) | None |
| Genesys IVR Personalization (CE09) | <ul style="list-style-type: none"> Genesys Personalized Routing (CE02) | None | <ul style="list-style-type: none"> Genesys Customer Authentication (CE07) | None |
| Genesys Outbound Dialer (CE11) | None | <ul style="list-style-type: none"> Genesys Call Routing (CE01) Genesys Personalized Routing (CE02) | None | None |
| Genesys Email Routing (CE16) | None | None | None | None |
| Genesys Chat Routing (CE18) | None | None | None | None |
| Genesys Social Media Routing (CE19) | None | None | None | None |

| Use Case | All of the following required: | At least one of the following required: | Optional | Exceptions |
|---|--|--|--|------------|
| Genesys Digital Callback (CE22) | None | None | None | None |
| Genesys SMS Routing (CE29) | None | None | None | None |
| Genesys Chatbots (CE31) | None | <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) | None |
| Genesys Predictive Engagement (CE37) | <ul style="list-style-type: none"> • Genesys Chat Routing (CE18) • Genesys Chatbots (CE31) | None | None | None |
| Genesys Voicebots (CE41) | <ul style="list-style-type: none"> • Genesys Call Routing (CE01) | None | None | None |
| Genesys Workforce Scheduling for Voice (EE01) | None | None | None | None |
| Genesys Omnichannel Workforce Scheduling (EE02) | None | None | None | None |
| Genesys Shrinkage Management (EE03) | None | None | None | None |
| Genesys Voice Recording (EE07) | None | <ul style="list-style-type: none"> • Genesys Call Routing (CE01) • Genesys Personalized Routing (CE02) | None | None |
| Genesys Voice and Screen Recording | None | <ul style="list-style-type: none"> • Genesys Call | None | None |

| Use Case | All of the following required: | At least one of the following required: | Optional | Exceptions |
|---|--------------------------------|---|----------|------------|
| (EE08) | | Routing (CE01) <ul style="list-style-type: none"> Genesys Personalized Routing (CE02) | | |
| Genesys Quality Management (EE09) | None | <ul style="list-style-type: none"> Genesys Voice Recording (EE07) Genesys Voice and Screen Recording (EE08) | None | None |
| Genesys Employee Schedule Preferences (EE10-A) | None | None | None | None |
| Genesys Employee Schedule Preferences (EE10-B) | None | None | None | None |
| Genesys Employee Schedule Preferences (EE10-C) | None | None | None | None |
| Genesys Employee Schedule Preferences (EE10-D) | None | None | None | None |
| Genesys Shift Bidding (EE11) | None | None | None | None |
| Genesys Speech Analytics (EE22) | None | None | None | None |
| Genesys Advanced Text and Speech Analytics (EE23) | None | None | None | None |
| Genesys Text and Speech Analytics for Customer Service (EE24) | None | None | None | None |
| Genesys Text and | None | None | None | None |

| Use Case | All of the following required: | At least one of the following required: | Optional | Exceptions |
|--|---------------------------------------|--|-----------------|-------------------|
| Speech Analytics for Compliance (EE25) | | | | |
| Genesys Business Communications (OP01) | None | None | None | None |