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PureConnect Use Cases

Interdependencies

7/27/2024

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