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# PureConnect Use Cases

Maturity



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## Inbound Use Cases

| Level 1   | Level 2   | Level 3   |
|---|---|---|
| <ul style="list-style-type: none"><li>• BO07 - Genesys KPI Insights</li><li>• CE01 - Genesys Call Routing</li><li>• CE03 - Genesys Callback</li></ul> | <ul style="list-style-type: none"><li>• CE02 - Genesys Personalized Routing</li></ul> | No use cases with Level 3 maturity for this product category. |

## Digital

| Level 1   | Level 2  | Level 3  |
|---|--|--|
| <ul style="list-style-type: none"><li>• BO02 - Genesys Work and Lead Distribution</li><li>• CE16 - Genesys Email Routing</li><li>• CE18 - Genesys Chat Routing</li><li>• CE29 - Genesys SMS Routing</li></ul> | <ul style="list-style-type: none"><li>• BO11 - Genesys Dynamic Case Management</li><li>• CE19 - Genesys Social Media Routing</li><li>• CE22 - Genesys Digital Callback</li></ul> | <ul style="list-style-type: none"><li>• CE37 - Genesys Predictive Engagement</li></ul> |

## Outbound

| Level 1  | Level 2   | Level 3   |
|--|---|---|
| <ul style="list-style-type: none"><li>• CE11 - Genesys Outbound Dialer</li></ul> | No use cases with Level 2 maturity for this product category. | No use cases with Level 3 maturity for this product category. |

## Open Platform

| Level 1   | Level 2  | Level 3   |
|---|--|---|
| No use cases with Level 1 maturity for this product category. | <ul style="list-style-type: none"><li>• OP01 - Genesys Business Communications</li></ul> | No use cases with Level 3 maturity for this product category. |

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## Self-Service and Automation

| Level 1   | Level 2  | Level 3  |
|---|--|--|
| <ul style="list-style-type: none"><li>• CE07 - Genesys Customer Authentication</li><li>• CE08 - Genesys Voice Payment</li></ul> | <ul style="list-style-type: none"><li>• CE09 - Genesys IVR Personalization</li></ul> | <ul style="list-style-type: none"><li>• CE31 - Genesys Chatbots</li><li>• CE41 - Genesys Voicebots</li></ul> |

## Workforce Engagement

| Level 1  | Level 2   | Level 3  |
|--|---|--|
| <ul style="list-style-type: none"><li>• EE01 - Genesys Workforce Scheduling for Voice</li><li>• EE03 - Genesys Shrinkage Management</li><li>• EE07 - Genesys Voice Recording</li><li>• EE10-A - Genesys Employee Schedule Preferences</li><li>• EE10-B - Genesys Employee Schedule Preferences</li><li>• EE10-C - Genesys Employee Schedule Preferences</li><li>• EE10-D - Genesys Employee Schedule Preferences</li><li>• EE22 - Genesys Speech Analytics</li><li>• EE25 - Genesys Text and Speech Analytics for Compliance</li></ul> | <ul style="list-style-type: none"><li>• EE02 - Genesys Omnichannel Workforce Scheduling</li><li>• EE08 - Genesys Voice and Screen Recording</li><li>• EE09 - Genesys Quality Management</li><li>• EE23 - Genesys Advanced Text and Speech Analytics</li><li>• EE24 - Genesys Text and Speech Analytics for Customer Service</li></ul> | <ul style="list-style-type: none"><li>• EE11 - Genesys Shift Bidding</li></ul> |