GENESYS™

PureConnect Use Cases

Maturity

5/14/2026

Contents

Inbound Use Cases

Level 1	Level 2	Level 3
• BO07 - Genesys KPI Insights • CE01 - Genesys Call Routing • CE03 - Genesys Callback	• CE02 - Genesys Personalized Routing	No use cases with Level 3 maturity for this product category.

Digital

Level 1	Level 2	Level 3
• BO02 - Genesys Work and Lead Distribution • CE16 - Genesys Email Routing • CE18 - Genesys Chat Routing • CE29 - Genesys SMS Routing	• BO11 - Genesys Dynamic Case Management • CE19 - Genesys Social Media Routing • CE22 - Genesys Digital Callback	• CE37 - Genesys Predictive Engagement

Outbound

Level 1	Level 2	Level 3
• CE11 - Genesys Outbound Dialer	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.	• OP01 - Genesys Business Communications	No use cases with Level 3 maturity for this product category.

Self-Service and Automation

Level 1	Level 2	Level 3
• CE07 - Genesys Customer Authentication • CE08 - Genesys Voice Payment	• CE09 - Genesys IVR Personalization	• CE31 - Genesys Chatbots • CE41 - Genesys Voicebots

Workforce Engagement

Level 1	Level 2	Level 3
• EE01 - Genesys Workforce Scheduling for Voice • EE03 - Genesys Shrinkage Management • EE07 - Genesys Voice Recording • EE10-A - Genesys Employee Schedule Preferences • EE10-B - Genesys Employee Schedule Preferences • EE10-C - Genesys Employee Schedule Preferences • EE10-D - Genesys Employee Schedule Preferences • EE22 - Genesys Speech Analytics • EE25 - Genesys Text and Speech Analytics for Compliance	• EE02 - Genesys Omnichannel Workforce Scheduling • EE08 - Genesys Voice and Screen Recording • EE09 - Genesys Quality Management • EE23 - Genesys Advanced Text and Speech Analytics • EE24 - Genesys Text and Speech Analytics for Customer Service	• EE11 - Genesys Shift Bidding