



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

## PureConnect Use Cases

---

Explore all PureConnect use cases. See the first tab (**All**) for a full list of use cases, or filter by product category.

All

Sort or search the table to find the use case you want to view, then click the title.

ID	Title	Product Category	Subtitle
ID	Title	Product Category	Subtitle

"> BO02 Genesys Work and Lead Distribution Digital Optimizing work distribution across the enterprise to deliver all promises on time"> BO07 Genesys KPI Insights Inbound Monitor and analyze interaction data to detect addressable service level anomalies"> BO11 Genesys Dynamic Case Management Digital Combine Genesys Omnichannel customer experience with Dynamic Case Management to support human-centric automation, continuous innovation and transformation."> CE01 Genesys Call Routing Inbound Route voice interactions to the best skilled resource"> CE02 Genesys Personalized Routing Inbound Apply personalized routing to voice interactions"> CE03 Genesys Callback Inbound Offer callback to queuing callers"> CE07 Genesys Customer Authentication Self-Service and Automation Identify and verify customers in your IVR"> CE08 Genesys Voice Payment Self-Service and Automation Capture payments in your IVR"> CE09 Genesys IVR Personalization Self-Service and Automation Increase self-service by personalizing your IVR"> CE11 Genesys Outbound Dialer Outbound Improve customer communications and increase sales conversion using powerful dialer capabilities"> CE16 Genesys Email Routing Digital Route email interactions to the best skilled resource"> CE18 Genesys Chat Routing Digital Route chat interactions to the best skilled resource"> CE19 Genesys Social Media Routing Digital Engage with your customers through social channels"> CE22 Genesys Digital Callback Digital Enable customers to request a callback from your website or app"> CE29 Genesys SMS Routing Digital Route SMS interactions to the best resource"> CE31 Genesys Chatbots Self-Service and Automation Use chatbots to automate customer conversations and seamlessly hand over to a chat agent when needed."> CE37 Genesys Predictive

---

Engagement Digital Use AI powered journey analytics to observe website activity, predict visitor outcomes, and proactively engage with prospects and customers via agent-assisted chat, content offer or chatbot."> CE41 Genesys Voicebots Self-Service and Automation Use voicebots to automate customer conversations and seamlessly hand over to an agent if needed."> EE01 Genesys Workforce Scheduling for Voice Workforce Engagement Optimize employee utilization for voice interactions"> EE02 Genesys Omnichannel Workforce Scheduling Workforce Engagement Optimize employee utilization for all digital interactions"> EE03 Genesys Shrinkage Management Workforce Engagement Improve operational effectiveness by better managing agent non-working time"> EE07 Genesys Voice Recording Workforce Engagement Record voice interactions"> EE08 Genesys Voice and Screen Recording Workforce Engagement Record voice and screen interactions"> EE09 Genesys Quality Management Workforce Engagement Improve employee performance with quality management"> EE10-A Genesys Employee Schedule Preferences Workforce Engagement Empower employees with self-administration of their schedule"> EE10-B Genesys Employee Schedule Preferences Workforce Engagement Empower employees with self-administration of their schedule"> EE10-C Genesys Employee Schedule Preferences Workforce Engagement Empower employees with self-administration of their schedule"> EE10-D Genesys Employee Schedule Preferences Workforce Engagement Empower employees with self-administration of their schedule"> EE11 Genesys Shift Bidding Workforce Engagement Empower employees to influence their schedules"> EE22 Genesys Speech Analytics Workforce Engagement Gain basic insight into voice interactions using speech analytics"> EE23 Genesys Advanced Text and Speech Analytics Workforce Engagement Achieve deeper operational insights with speech and text Analytics"> EE24 Genesys Text and Speech Analytics for Customer Service Workforce Engagement Mine call recordings for insights to improve agent and customer experiences"> EE25 Genesys Text and Speech Analytics for Compliance Workforce Engagement Enforce compliance and legal responsibilities with speech and text analytics"> OP01 Genesys Business Communications Open Platform Simplify contact center and business communications

## Digital

Sort or search the table to find the Digital use case you want to view, then click the title.

Use Case	Subtitle
Use Case	Subtitle

---

"> Genesys Work and Lead Distribution (BO02) Optimizing work distribution across the enterprise to deliver all promises on time"> Genesys Dynamic Case Management (BO11) Combine Genesys Omnichannel customer experience with Dynamic Case Management to support human-centric automation, continuous innovation and transformation."> Genesys Email Routing (CE16) Route email interactions to the best skilled resource"> Genesys Chat Routing (CE18) Route chat interactions to the best skilled resource"> Genesys Social Media Routing (CE19) Engage with your customers through social channels"> Genesys Digital Callback (CE22) Enable customers to request a callback from your website or app"> Genesys SMS Routing (CE29) Route SMS interactions to the best resource"> Genesys Predictive Engagement (CE37) Use AI powered journey analytics to observe website activity, predict visitor outcomes, and proactively engage with prospects and customers via agent-assisted chat, content offer or chatbot.



---

## Self-service and automation

Sort or search the table to find the Self-Service and Automation use case you want to view, then click the title.

Use Case	Subtitle
Use Case	Subtitle

"> Genesys Customer Authentication (CE07) Identify and verify customers in your IVR"> Genesys Voice Payment (CE08) Capture payments in your IVR"> Genesys IVR Personalization (CE09) Increase self-service by personalizing your IVR"> Genesys Chatbots (CE31) Use chatbots to automate customer conversations and seamlessly hand over to a chat agent when needed."> Genesys Voicebots (CE41) Use voicebots to automate customer conversations and seamlessly hand over to an agent if needed.





---

## Inbound

Sort or search the table to find the Inbound use case you want to view, then click the title.

Use Case	Subtitle
Use Case	Subtitle

"> Genesys KPI Insights (BO07) Monitor and analyze interaction data to detect addressable service level anomalies"> Genesys Call Routing (CE01) Route voice interactions to the best skilled resource"> Genesys Personalized Routing (CE02) Apply personalized routing to voice interactions"> Genesys Callback (CE03) Offer callback to queuing callers



---

## Outbound

Sort or search the table to find the Outbound use case you want to view, then click the title.

Use Case	Subtitle
Use Case	Subtitle

"> Genesys Outbound Dialer (CE11) Improve customer communications and

---

increase sales conversion using powerful dialer capabilities



---

## Workforce engagement

Sort or search the table to find the Workforce Engagement use case you want to view, then click the title.

Use Case	Subtitle
Use Case	Subtitle

"> Genesys Workforce Scheduling for Voice (EE01) Optimize employee utilization for voice interactions"> Genesys Omnichannel Workforce Scheduling (EE02) Optimize employee utilization for all digital interactions"> Genesys Shrinkage Management (EE03) Improve operational effectiveness by better managing agent non-working time"> Genesys Voice Recording (EE07) Record voice interactions"> Genesys Voice and Screen Recording (EE08) Record voice and screen interactions"> Genesys Quality Management (EE09) Improve employee performance with quality management"> Genesys Employee Schedule Preferences (EE10-A) Empower employees with self-administration of their schedule"> Genesys Employee Schedule Preferences (EE10-B) Empower employees with self-administration of their schedule"> Genesys Employee Schedule Preferences (EE10-C) Empower employees with self-administration of their schedule"> Genesys Employee Schedule Preferences (EE10-D) Empower employees with self-administration of their schedule"> Genesys Shift Bidding (EE11) Empower employees to influence their schedules"> Genesys Speech Analytics (EE22) Gain basic insight into voice interactions using speech analytics"> Genesys Advanced Text and Speech Analytics (EE23) Achieve deeper operational insights with speech and text Analytics"> Genesys Text and Speech Analytics for Customer Service (EE24) Mine call recordings for insights to improve agent and customer experiences"> Genesys Text and Speech Analytics for Compliance (EE25) Enforce compliance and legal responsibilities with speech and text analytics





---

## Open Platform

Sort or search the table to find the Open Platform use case you want to view, then click the title.

Use Case	Subtitle
Use Case	Subtitle

"> Genesys Business Communications (OP01) Simplify contact center and business communications



