GENESYS™

PureConnect Maturity Level

5/28/2026

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Digital - Maturity Level for PureConnect

{{#cargo_store:_table=Article |Platform= |DisplayName=Digital |TocName= |Dimension= |Context= |Product=Genesys Use Cases |productshort=UseCases} }

Consistent	Defined	Differentiated
• 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

Inbound - Maturity Level for PureConnect

{{#cargo_store:_table=Article |Platform= |DisplayName=Inbound |TocName= |Dimension= |Context= |Product=Genesys Use Cases |productshort=UseCases} }

Consistent	Defined	Differentiated
• BO07 - Genesys KPI Insights • CE01 - Genesys Call Routing • CE03 - Genesys Callback	• CE02 - Genesys Personalized Routing	No use cases with Differentiated maturity for this product category.

Marketing - Maturity Level for PureConnect

{{#cargo_store:_table=Article |Platform= |DisplayName=Marketing |TocName= |Dimension= |Context= |Product=Genesys Use Cases |productshort=UseCases} }

Consistent	Defined	Differentiated
No use cases with Consistent maturity for this product category.	No use cases with Defined maturity for this product category.	No use cases with Differentiated maturity for this product category.

Open Platform - Maturity Level for PureConnect
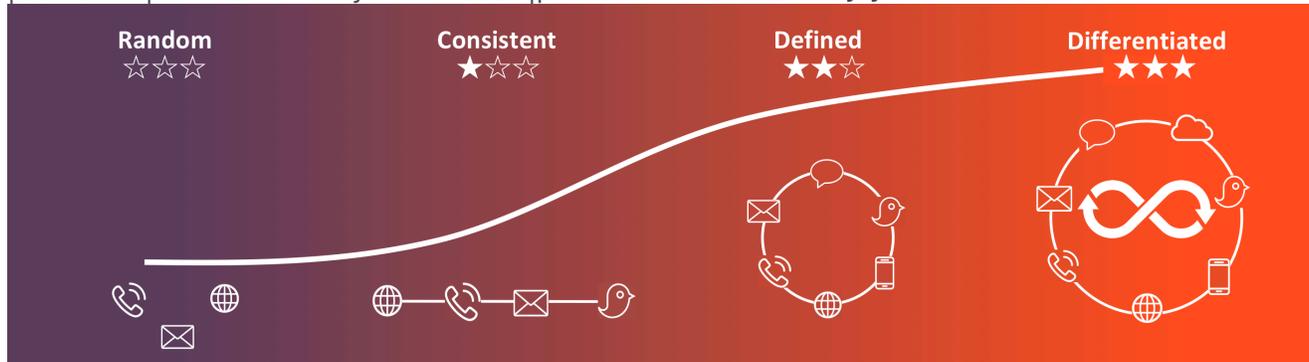
{{#cargo_store:_table=Article |Platform= |DisplayName=OpenPlatform |TocName= |Dimension= |Context= |Product=Genesys Use Cases |productshort=UseCases} }

Consistent	Defined	Differentiated
No use cases with Consistent maturity for this product category.	• OP01 - Genesys Business Communications	No use cases with Differentiated maturity for this product category.

Outbound - Maturity Level for PureConnect

{{#cargo_store:_table=Article |Platform= |DisplayName=Outbound |TocName= |Dimension= |Context= |Product=Genesys Use Cases |productshort=UseCases} }

Consistent	Defined	Differentiated
• CE11 - Genesys Outbound Dialer	No use cases with Defined maturity for this product category.	No use cases with Differentiated maturity for this product category.

Sales - Maturity Level for PureConnect

{{#cargo_store:_table=Article |Platform= |DisplayName=Sales |TocName= |Dimension= |Context= |Product=Genesys Use Cases |productshort=UseCases} }

Consistent	Defined	Differentiated
No use cases with Consistent maturity for this product category.	No use cases with Defined maturity for this product category.	No use cases with Differentiated maturity for this product category.

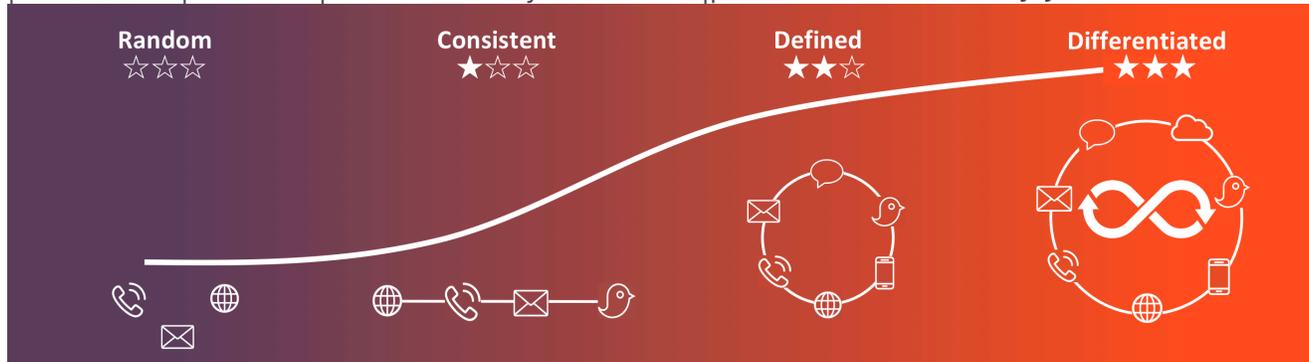# Self-service and Automation - Maturity Level for PureConnect

{{#cargo_store:_table=Article |Platform= |DisplayName=Selfservice |TocName= |Dimension= |Context= |Product=Genesys Use Cases |productshort=UseCases} }

Consistent	Defined	Differentiated
• CE07 - Genesys Customer Authentication • CE08 - Genesys Voice Payment	• CE09 - Genesys IVR Personalization	• CE31 - Genesys Chatbots • CE41 - Genesys Voicebots

Workforce Engagement - Maturity Level for PureConnect

{{#cargo_store:_table=Article |Platform= |DisplayName=WorkforceEngagement |TocName= |Dimension= |Context= |Product=Genesys Use Cases |productshort=UseCases} }

Consistent	Defined	Differentiated
• 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