

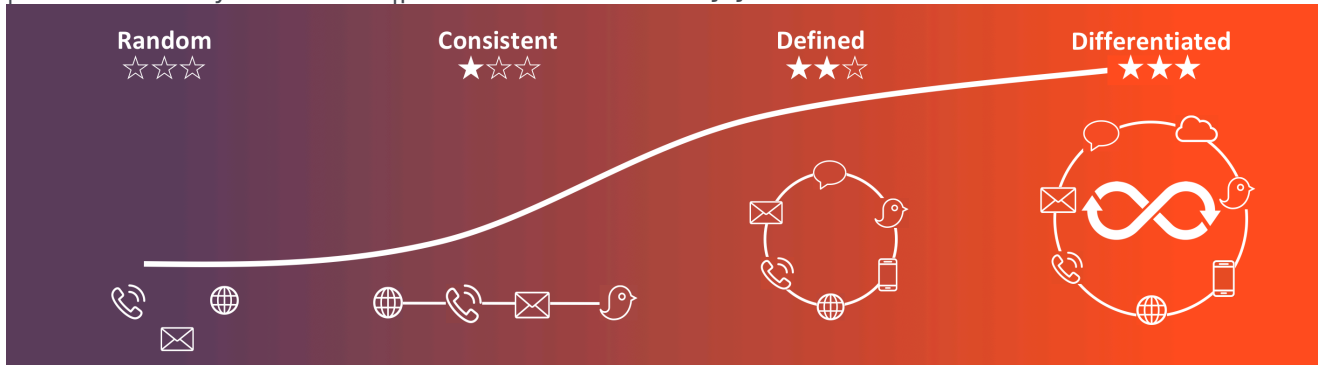


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# PureConnect Maturity Level

Digital - Maturity Level for PureConnect

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



Consistent	Defined	Differentiated
<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>