

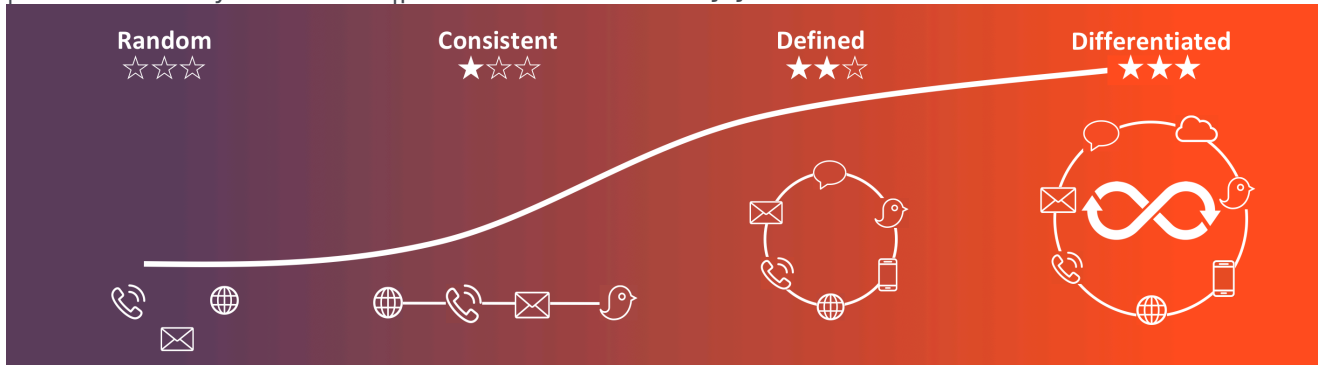


This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

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