

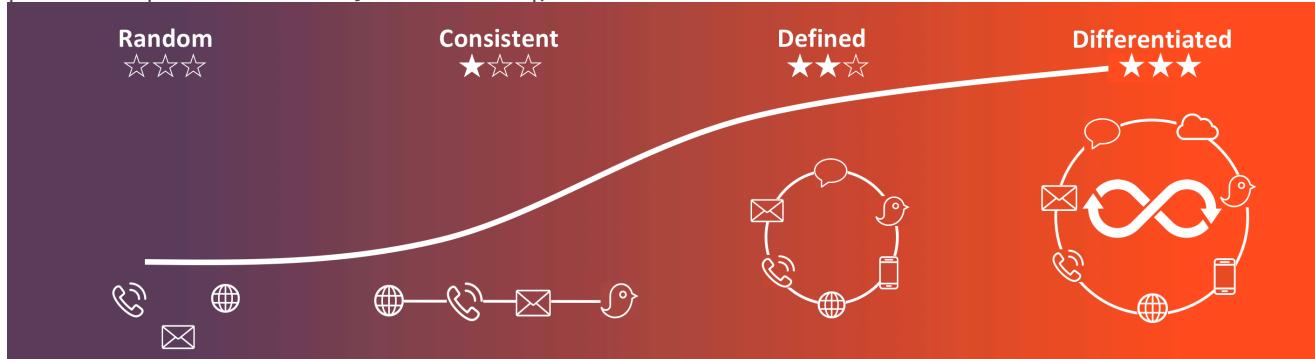


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## PureConnect Maturity Level

**Inbound - Maturity Level for PureConnect**

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



Consistent	Defined	Differentiated
<ul style="list-style-type: none"><li>• BO07 - Genesys KPI Insights</li><li>• CE01 - Genesys Call Routing</li><li>• CE03 - Genesys Callback</li></ul>	<ul style="list-style-type: none"><li>• CE02 - Genesys Personalized Routing</li></ul>	No use cases with Differentiated maturity for this product category.