

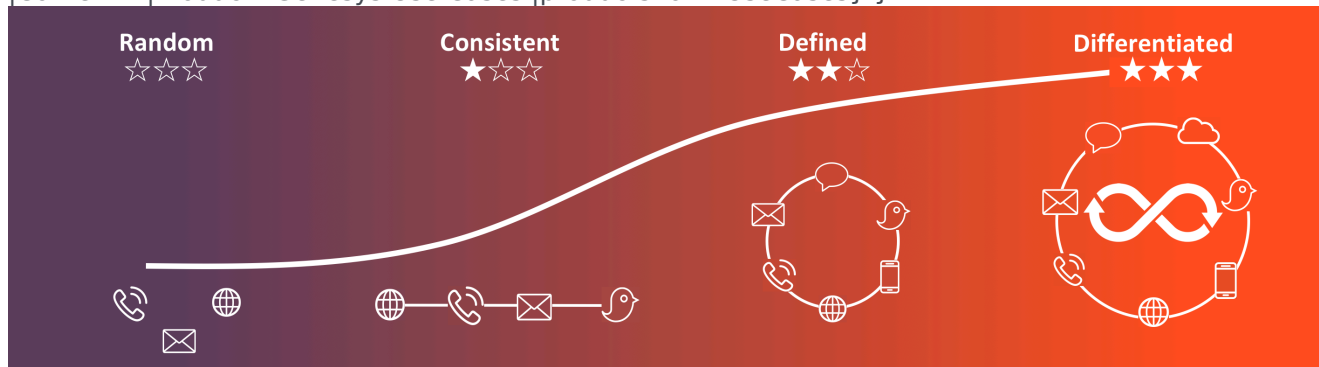


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PureConnect Maturity Level

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