

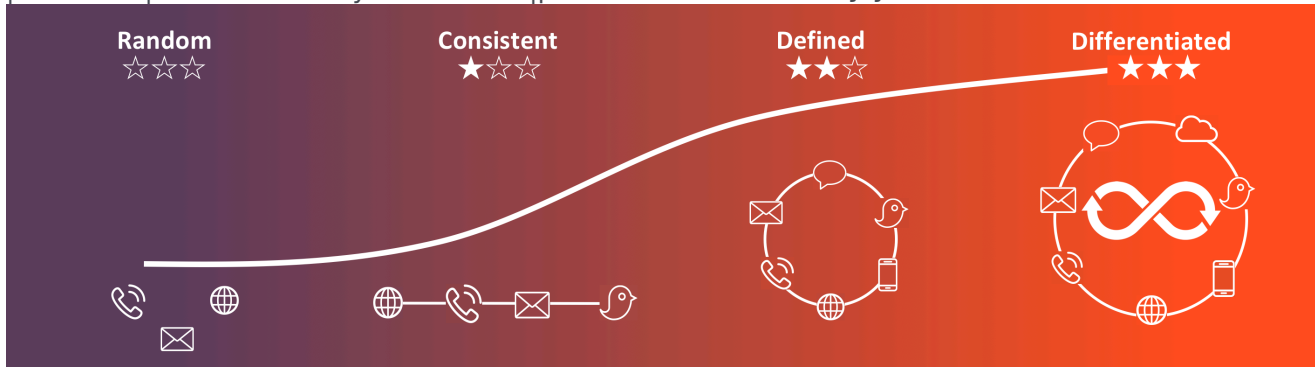


This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

PureConnect Maturity Level

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.