



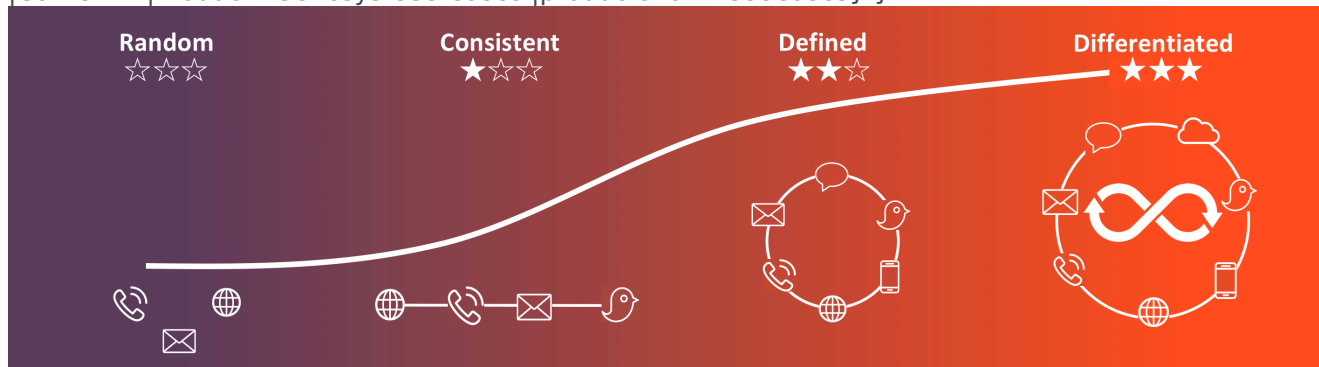
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# PureConnect Maturity Level

Inbound - Maturity Level for PureConnect

12/28/2025

```
{{ #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>	<p>No use cases with Differentiated maturity for this product category.</p>