PureConnect Maturity Level

Inbound - Maturity Level for PureConnect

4/24/2026

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

Consistent	Defined	Differentiated
• BO07 - Genesys KPI Insights • CE01 - Genesys Call Routing • CE03 - Genesys Callback	• CE02 - Genesys Personalized Routing	No use cases with Differentiated maturity for this product category.