

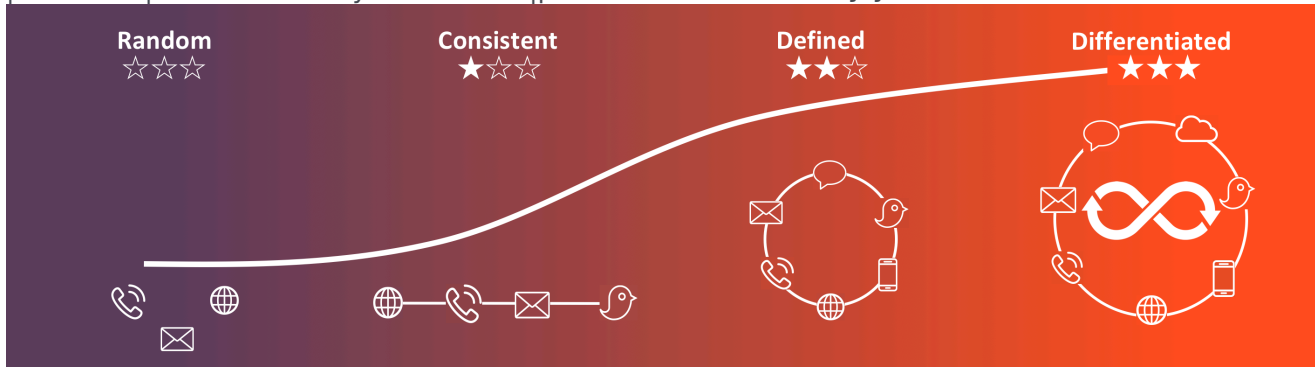


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PureConnect Maturity Level

Self-service and Automation - Maturity Level for PureConnect

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Consistent	Defined	Differentiated
<ul style="list-style-type: none"> • CE07 - Genesys Customer Authentication • CE08 - Genesys Voice Payment 	<ul style="list-style-type: none"> • CE09 - Genesys IVR Personalization 	<ul style="list-style-type: none"> • CE31 - Genesys Chatbots • CE41 - Genesys Voicebots