

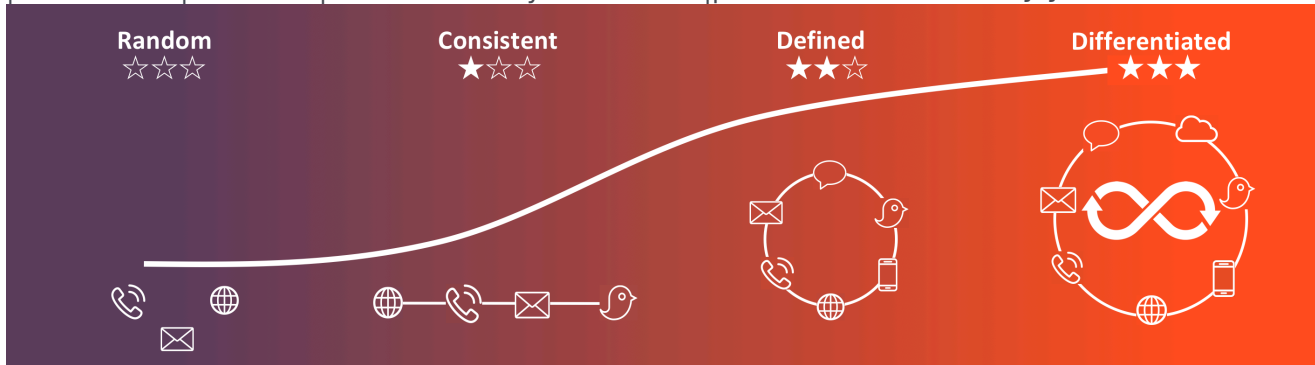


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PureConnect Maturity Level

Workforce Engagement - Maturity Level for PureConnect

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



Consistent	Defined	Differentiated
<ul style="list-style-type: none"> • EE01 - Genesys Workforce Scheduling for Voice • EE03 - Genesys Shrinkage Management • EE07 - Genesys Voice Recording • EE10-A - Genesys Employee Schedule Preferences • EE10-B - Genesys Employee Schedule Preferences • EE10-C - Genesys Employee Schedule Preferences • EE10-D - Genesys Employee Schedule Preferences • EE22 - Genesys Speech Analytics • EE25 - Genesys Text and Speech Analytics for Compliance 	<ul style="list-style-type: none"> • EE02 - Genesys Omnichannel Workforce Scheduling • EE08 - Genesys Voice and Screen Recording • EE09 - Genesys Quality Management • EE23 - Genesys Advanced Text and Speech Analytics • EE24 - Genesys Text and Speech Analytics for Customer Service 	<ul style="list-style-type: none"> • EE11 - Genesys Shift Bidding