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All Use Cases

This page is a master list of all Draft use cases currently available in the repository, across all platforms, grouped by platform.

Genesys Engage on-premises

Sort or search the table to find the use case you need to edit. Click the title link to go to the draft version of the use case. Or download all GenesysEngage-cloud use cases in PDF format. *No results*

Genesys Multicloud CX

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PureConnect

Sort or search the table to find the use case you need to edit. Click the title link to go to the draft version of the use case. Or download all PureConnect use cases in PDF format.

ID	Title	Product Category	Subtitle
ID	Title	Product Category	Subtitle

"> BO02 Genesys Work and Lead Distribution Digital Optimizing work distribution across the enterprise to deliver all promises on time"> BO07 Genesys KPI Insights Inbound Monitor and analyze interaction data to detect addressable service level anomalies"> BO11 Genesys Dynamic Case Management Digital Combine Genesys Omnichannel customer experience with Dynamic Case Management to support human-centric automation, continuous innovation and transformation."> CE01 Genesys Call Routing Inbound Route voice interactions to the best skilled resource"> CE02 Genesys Personalized Routing Inbound Apply personalized routing to voice interactions"> CE03 Genesys Callback Inbound Offer callback to queuing callers"> CE07 Genesys Customer Authentication Self-Service and Automation Identify and verify customers in your IVR"> CE08 Genesys Voice Payment Self-Service and Automation Capture payments in your IVR"> CE09 Genesys IVR Personalization Self-Service and Automation Increase self-service by personalizing your IVR"> CE11 Genesys Outbound Dialer Outbound Improve customer communications and increase sales conversion using powerful dialer capabilities"> CE16 Genesys Email Routing Digital Route email interactions to the best skilled resource"> CE18 Genesys Chat Routing Digital Route chat interactions to the best skilled resource"> CE19 Genesys

Social Media Routing Digital Engage with your customers through social channels"> CE22 Genesys Digital Callback Digital Enable customers to request a callback from your website or app"> CE29 Genesys SMS Routing Digital Route SMS interactions to the best resource"> CE31 Genesys Chatbots Self-Service and Automation Use chatbots to automate customer conversations and seamlessly hand over to a chat agent when needed."> CE37 Genesys Predictive Engagement Digital Use AI powered journey analytics to observe website activity, predict visitor outcomes, and proactively engage with prospects and customers via agent-assisted chat, content offer or chatbot."> CE41 Genesys Voicebots Self-Service and Automation Use voicebots to automate customer conversations and seamlessly hand over to an agent if needed."> EE01 Genesys Workforce Scheduling for Voice Workforce Engagement Optimize employee utilization for voice interactions"> EE02 Genesys Omnichannel Workforce Scheduling Workforce Engagement Optimize employee utilization for all digital interactions"> EE03 Genesys Shrinkage Management Workforce Engagement Improve operational effectiveness by better managing agent non-working time"> EE07 Genesys Voice Recording Workforce Engagement Record voice interactions"> EE08 Genesys Voice and Screen Recording Workforce Engagement Record voice and screen interactions"> EE09 Genesys Quality Management Workforce Engagement Improve employee performance with quality management"> EE10-A Genesys Employee Schedule Preferences Workforce Engagement Empower employees with self-administration of their schedule"> EE10-B Genesys Employee Schedule Preferences Workforce Engagement Empower employees with self-administration of their schedule"> EE10-C Genesys Employee Schedule Preferences Workforce Engagement Empower employees with self-administration of their schedule"> EE10-D Genesys Employee Schedule Preferences Workforce Engagement Empower employees with self-administration of their schedule"> EE11 Genesys Shift Bidding Workforce Engagement Empower employees to influence their schedules"> EE22 Genesys Speech Analytics Workforce Engagement Gain basic insight into voice interactions using speech analytics"> EE23 Genesys Advanced Text and Speech Analytics Workforce Engagement Achieve deeper operational insights with speech and text Analytics"> EE24 Genesys Text and Speech Analytics for Customer Service Workforce Engagement Mine call recordings for insights to improve agent and customer experiences"> EE25 Genesys Text and Speech Analytics for Compliance Workforce Engagement Enforce compliance and legal responsibilities with speech and text analytics"> OP01 Genesys Business Communications Open Platform Simplify contact center and business communications

Genesys Cloud CX

Sort or search the table to find the use case you need to edit. Click the title link to go to the draft version of the use case. Or download all GenesysCloud use cases in PDF format.

ID	Title	Product Category	Subtitle
ID	Title	Product Category	Subtitle

"> BO01 Genesys Work Automation Digital Extend journey orchestration to back-office workflows"> CE07 Genesys Customer Authentication Self-Service and Automation Identify and verify customers in your IVR"> CE08 Genesys Voice Payment Self-Service and Automation Capture payments in your IVR"> CE11 Genesys Outbound Dialer Outbound Improve customer communications and increase sales conversion using powerful dialer capabilities"> CE12 Genesys SMS & Email Notifications Outbound Use SMS and email to send personalized, timely and relevant notifications to customers."> CE16 Genesys Email Routing Digital Route email interactions to the best skilled resource"> CE18 Genesys Chat Routing Digital Route chat interactions to the best skilled resource"> CE27 Genesys Co-browse Digital Extend web messaging, voice or chat interactions with Co-browse"> CE29 Genesys SMS Routing Digital Route SMS interactions to the best resource"> CE31 Genesys Chatbots Self-Service and Automation Use chatbots to automate customer conversations and seamlessly hand over to a chat agent when needed."> CE34 Genesys Messaging Digital Offer a powerful new way for customers to connect with you directly in Messages"> CE37 Genesys Predictive Engagement Digital Use AI powered journey analytics to observe website activity, predict visitor outcomes, and proactively engage with prospects and customers via agent-assisted chat, content offer or chatbot."> CE41 Genesys Voicebots Self-Service and Automation Use voicebots to automate customer conversations and seamlessly hand over to an agent if needed."> CE43 Genesys Personalized Routing with Callback Inbound Route voice interactions to the best skilled resource with personalization and callback option"> CE45 Genesys Contact Center Optimization Digital Analyze journeys holistically or as individual flows to understand journey outcomes such as self-service, deflection, first contact resolution and use new insights to improve efficiency and lower costs"> CE47 Genesys Virtual Agent Digital "> CE48 Unified Experience from Genesys and ServiceNow Digital Manage real-time communications and process customer data on a single solution with a unified agent workspace"> CE49 Genesys Social Listening Digital Seamlessly integrate social media customer care into the all-in-one Genesys Cloud platform, enabling you to monitor, analyze, and engage with customers across social channels."> EE31 Genesys Agent Assist Workforce Engagement Monitor conversations between the customer and agent to surface contextually relevant knowledge and FAQs."> EE32 Genesys Agent Copilot Self-Service and Automation Automatically surface contextually relevant information from a knowledge base during

customer conversations."> OP01 Genesys Business Communications Open Platform Simplify contact center and business communications"> OP02 Genesys CRM Collaboration Open Platform Enhance routing capabilities and drive agent screenpops using Genesys Cloud CX Data Actions"> OP04 Genesys Voice Services Open Platform Telephony Connection Options"> OP07 Genesys UCC Third-Party Integration Open Platform Enable customer choice of unified communication providers and telephony solutions through integrations with popular platforms."> WE01 Quality Assurance and Compliance Workforce Engagement Improve quality of agent handling of interactions by deriving insights from interaction recording along with recorded desktop activity, quality evaluations, speech & text analytics and post-interaction survey."> WE02 Resource Management Workforce Engagement Optimize workforce planning and scheduling across all channels. Automate forecasting, scheduling and improve employee engagement."> WE03 Employee Performance Workforce Engagement Agent Skills development, Performance management and Gamification