

Expanded Plan Comparison	Genesys Cloud CX 1	Genesys Cloud CX 2	Genesys Cloud CX 3
Self-Service			
Drag and drop web-based design tool	●	●	●
Inbound self-service call flows	●	●	●
Callbacks (IVR)	●	●	●
In-queue audio configuration	●	●	●
Outbound call flows	●	●	●
Email and chat flows		●	●
SMS and messaging flows		●	●
Workflows		●	●
Native versioning	●	●	●
Printing a call flow	●	●	●

Real-time error tracking	●	●	●
Robust expression editing	●	●	●
Speech-enabled IVR			
Automatic Speech Recognition (ASR): Supported languages	●	●	●
Integrated prompt management	●	●	●
Integrated speech enablement	●	●	●
Secure IVR	●	●	●
Text-to-Speech (TTS): Supported languages	●	●	●
TTS integration – Google, Amazon Polly, Acapela, Nuance Vocalizer, Speechmorphing	●	●	●
Voicebots			
Native voicebot (Genesys Dialog Engine)	●	●	●
Amazon Lex integration	●	●	●
Google Dialogflow integration	●	●	●

Chatbots

Amazon Lex integration		●	●
Native chatbot (Genesys Dialog Engine)		●	●
Google Dialogflow integration		●	●

Artificial intelligence

*AI product capability is usage-based (per event). Checkmarks below indicate GC version availability.

Predictive customer engagement*		●	●
Native voicebot or chatbot builder (Genesys Dialog Engine Bot Flows)*	●	●	●
Amazon Lex and Google Dialogflow bot integrations (Self-Service)*	●	●	●
Predictive routing*	●	●	●
AI-driven forecasting and scheduling (WEM)			●

Digital

Also available as add-on licenses for users who need access to more capabilities. 

Channels			
Email		●	●
Web chat		●	●
Web chat co-browse			●
Screenshare			●
SMS		●	●
Messaging apps (WhatsApp, Facebook Messenger, Twitter Direct Message, Line, Instagram Direct Message [coming soon])		●	●
Web messaging		●	●
Bots – chat, messaging, SMS			
Native chatbot (Genesys Dialog Engine)		●	●
Amazon Lex integration		●	●
Google Dialogflow Integration		●	●

Routing – chat, email, SMS and messaging			
Bullseye routing			
Predictive routing*			
Preferred agent routing			
Priority, FIFO routing			
Skills-based routing			
Customer insight			
Wrap-up codes			
Canned responses			
External contacts			
Customer journey for agents			
Inbound			
Self-Service (IVR)			
Callbacks (IVR and web)			

In-queue audio configuration			
Voicemail (ACD-routed)			
Voice co-browse and screen share			
Bots – voice			
Native voicebot (Genesys Dialog Engine)			
Amazon Lex integration			
Google Dialogflow integration			
Routing			
Bullseye routing			
Predictive routing*			
Preferred agent routing			
Priority, FIFO routing			
Skills-based routing			

Customer insight			
Wrap-up codes			
Canned responses			
External contacts			
Customer journey for agents			
Outbound			
Advanced Record Processing Rules			
Voice agentless campaigns			
Digital agentless campaigns			
Answering machine detection			
Contact list management			
Contact list Rest API			
Data export			
Inbound / Outbound blending			

Preview			
Agent-owned preview			
Progressive			
Power			
Predictive			
Scheduled callbacks			
Outreach SMS campaigns			
SMS campaign content templates			
TCPA solution partnership			
Abandon rate configuration			
Caller ID control			
Campaign sequences			
Filtering for call lists			

Multi-level caller ID settings	●	●	●
Outlook-style schedule view	●	●	●
Progress view	●	●	●
Callable times	●	●	●
Dynamic Do Not Call lists	●	●	●
Multiple DNC lists per campaign	●	●	●
Online DNC.com integration	●	●	●
Pacing control and overrides	●	●	●
Time zone mapping – automatic for North America	●	●	●
Time zone support	●	●	●
Customer insight			
Wrap-up codes	●	●	●
Canned responses		●	●

External contacts	●	●	●
Customer journey for agents	●	●	●
Agent scripting			
Customize Script	●	●	●
Default script – basic contact info	●	●	●
Import / export scripts	●	●	●
Inbound and outbound call support – voice	●	●	●
URL screen pop	●	●	●
Chat and email		●	●
Messaging and SMS		●	●
Complex variable types	●	●	●
Templates	●	●	●
Version control	●	●	●
<u>Workforce Engagement Management</u> ↗			

Quality and compliance [↗](#)

Recording:

Interaction recording – all channels (dual and single channel)	●	●	●
Audit trail	●	●	●
Secure pause	●	●	●
Flexible interaction search	●	●	●
Long-term cloud storage	●	●	●
Permission-based playback access	●	●	●
Policy-based recording retention	●	●	●
Policy-based export to external S3	●	●	●
Bulk download and delete through API	●	●	●
Screen recording – all channels		●	●
Multi-monitor screen recording		●	●

Quality management:			
Real-time monitor/coach/barge-in	●	●	●
Listen / monitor, annotate, evaluate		●	●
Evaluation audit trail		●	●
Calibration process		●	●
Evaluation assignment (ad hoc and policy-based)		●	●
Evaluation Form Designer		●	●
Multiple question types: Yes / No, multiple choice, critical, fatal		●	●
Evaluation form weighting		●	●
Evaluation notification and feedback		●	●
Faceted evaluation search		●	●
Ad hoc quality coaching (flag recordings for coaching)		●	●
Quality admin and evaluator dashboards		●	●

Voice of Customer:			
Multi-channel post interaction web surveys			●
Survey views			●
NPS as question type			●
Policy-based survey			●
Speech and text analytics:			
Voice transcription			●
Topic spotting and tagging			●
Topic manager built-in library and customer topics			●
Customer sentiment scoring			●
API endpoints for speech and text analytics			●
Resource management 			
Workforce planning:			

Single site and multi-site forecasting and scheduling			●
Flexible planning group configuration			●
Multiple service goal templates			●
Recruitment	via AppFoundry	via AppFoundry	via AppFoundry
Process automation	via AppFoundry	via AppFoundry	via AppFoundry
Forecasting:			
Voice and digital channel support			●
Weekly and multi-week forecasting (6-week intervals)			●
Single-click AI-powered automated forecasting (multiple forecast methods)			●
Best-method determination ("easy button")			●
Seasonality models			●
Template-based			●

Weighted historic index			●
Shrinkage tracking			●
Missing data and outliers handling automation			●
Import historical data			●
Historical trends and validation			●
Scheduling:			
Manual schedule edits and builds		●	●
Weekly and multi-week schedule builds			●
Unlimited “What-if” scenarios			●
Load-based scheduling			●
Labor rules violation warnings / scheduling constraints			●
Shift rotation / work plan rotation			●
Audit schedule changes			●

Shift trading			●
Time-off management			●
Schedule change notifications / unified inbox			●
Real-time adherence			●
Historical adherence			●
Intraday monitoring and rescheduling			●
Employee mobility tools:			
External calendar support for schedules			●
Native mobile application (iOS and Android)		●	●
View schedule		●	●
Submit time-off requests			●
View the status of their time-off requests			●
Receive push notifications		●	●

Employee performance

Learning and development:

Embedded development and feedback modules			
Construct modules: documents, images, videos, interactions, URLs, text			
Auto-assign development by role, group, skill, queue			
Manually assign or unassign modules			
Define recommended completion time			
View development plan: next assigned modules and coaching appointments			
Embedded Genesys Cloud CX eLearning for onboarding			

Performance and engagement:

(Agent home) 360 agent activity view			
Personalized KPIs			
Team and personal activity scorecard			

Personal bests scores			●
Gamified leaderboards			●
Daily, monthly and quarterly performance trends			●
Rewards and recognition (gamification):			
Rewards management			●
Configurable points system			●
Coaching:			
Coaching scheduling with optimal time slots from workforce management			●
Attach interactions, documents, notes, annotations and feedback to session			●
Link coaching events to multiple interactions			●
Inbox notification			●
Video and screen share enabled			●
Analytics & Reporting			

Real-time and historical views			
Personal views – queues, performance	●	●	●
Queue and agent – activity, performance	●	●	●
Interactions – view, details	●	●	●
DNIS, skills, wrap-up views	●	●	●
Flows – performance, destination, outcomes	●	●	●
Outbound campaigns	●	●	●
Scheduled callbacks	●	●	●
Quality admin and evaluator dashboards		●	●
Survey views			●
Agent activity – overview, scorecard, leaderboards			●
Intraday monitoring and schedule adherence views			●
View management			

Flexible filter criteria	●	●	●
Save views	●	●	●
Export: custom views as PDF, CSV	●	●	●
Export: time zone selection, locale selection	●	●	●
Scheduled exports	●	●	●
Email delivery	●	●	●
Performance dashboards			
Customizable dashboards	●	●	●
Public/private dashboards	●	●	●
Wallboard-only license	●	●	●
Additional			
iPad supervisor: real-time dashboard, listen, location	●	●	●
Access to interaction data and metrics through flexible API	●	●	●

Alerts			
Unified Communications & Collaboration			
Communicate			
Cloud IP PBX			
Auto attendant			
Speech-Enabled IVR			
Prompt management			
Automatic speech recognition (ASR)			
Text-to-speech (TTS)			
Messages / music on-hold			
Inbound and outbound voice calling			
Audio conferencing			
Desktop call controls			
Status / presence			

Geolocation			
Group ring, hunt groups			
Call recording			
Voicemail			
Inbound and outbound faxing			
Unified Inbox			
Video chat and conferencing			
Chat – individual and group			
Corporate directory			
Customizable user profile			
External contacts			
Desktop sharing			
File sharing			

Native mobile application	●	●	●
WebRTC Softphone	●	●	●
IP phones	●	●	●
Remote phone	●	●	●
Single sign-on (SSO)	●	●	●
Enhanced communication options			
Genesys Cloud CX UI embedded in Salesforce	+	+	+
Genesys Cloud CX UI embedded in browser extension	●	●	●
AppFoundry Marketplace apps	+	+	+
Voice services (see Voice services section)	+	+	+
Voice services			
Local calling	+	+	+
Long-distance calling	+	+	+
International calling	+	+	+

Emergency services	+	+	+
Toll-free services	+	+	+
Number purchasing (local, vanity, toll-free, international)	+	+	+
Number porting	+	+	+
Integrations			
AppFoundry Marketplace – applications, blueprints and templates			
Premium CRM and case management applications:			
Microsoft Dynamics 365	via AppFoundry	via AppFoundry	via AppFoundry
Salesforce	via AppFoundry	via AppFoundry	via AppFoundry
Zendesk	via AppFoundry	via AppFoundry	via AppFoundry
Oracle	via AppFoundry	via AppFoundry	via AppFoundry
ServiceNow	via AppFoundry	via AppFoundry	via AppFoundry

Others	via AppFoundry	via AppFoundry	via AppFoundry
Premium UC and collaboration applications:			
Microsoft Teams	via AppFoundry	via AppFoundry	via AppFoundry
Zoom Meetings	via AppFoundry	via AppFoundry	via AppFoundry
Zoom Phone	via AppFoundry	via AppFoundry	via AppFoundry
Other premium applications	via AppFoundry	via AppFoundry	via AppFoundry
OAuth scopes for applications			
Bots (AI) – Bring Your Own, Amazon Lex, Google Dialogflow			
Client applications			
Data actions			
Email			

Embedded clients			
SCIM (identity management)			
Single sign-on			
Text-to-speech (TTS) engines			
Webhooks			
WebRTC			