	Genesys Communicate ($10.50/user)	Genesys Cloud 1 ($80.00/user)	Genesys Cloud 2 ($115.00/user)	Genesys Cloud 3 User ($150.00/user)
Business User	o WebRTC Softphone o IP/PBX Functionality o Ad-hoc conferencing o Ad-hoc recording o Voicemail o Internal chat tool	o WebRTC Softphone o IP/PBX Functionality o Ad-hoc conferencing o Ad-hoc recording o Voicemail o Internal chat tool	o WebRTC Softphone o IP/PBX Functionality o Ad-hoc conferencing o Ad-hoc recording o Voicemail o Internal chat tool	o WebRTC Softphone o IP/PBX Functionality o Ad-hoc conferencing o Ad-hoc recording o Voicemail o Internal chat tool
Omnichannel Interaction Managemt		o Web Agent Desktop o Voice o Wrap up/Disposition codes	o Web Agent Desktop o Voice, Web Chat, Email o Share files with customers via web chat o Response Management o Agent Initiated Scheduled Call-back o Wrap up/Disposition codes	o Web Agent Desktop o Voice, Web Chat, Email, SMS o Share files with customers via web chat o Response Management o Agent Initiated Scheduled Call-back o Wrap up/Disposition codes o Social Channel Management
Routing		o Priority O First In/First Out Routing	o Priority o First In/First Out Routing o Skills-Based Routing o Bull's-eye Routing	o Priority o First In/First Out Routing o Skills-Based Routing o Bull's-eye Routing
IVR		o Speech Enabled IVR	o Speech Enabled IVR	o Speech Enabled IVR
Outbound Dialing		o Preview & Progressive o Campaign Management o Compliance	o Preview, Progressive, Agentless, Power, Predictive o Campaign Managment o Compliance o Graphical Scripting o Script Designer o Blending of Inbound/Outbound	o Preview, Progressive, Agentless, Power, Predictive o Campaign Managment o Compliance o Graphical Scripting o Script Designer o Blending of Inbound/Outbound
Workforce Optimization		o Voice Recording	o Voice Recording o Quality Evaluations o Omnichannel Recording	o Voice & Screen Recording o Quality Evaluations o Omnichannel Recording o Multi-channel, post interaction surveys o Voice Transcription
Supervisor Features		o Listen, Assist & Agent Activation o Real-Time Performance Reviews o Historical Metrics & Reports	o Listen, Assist & Agent Activation o Real-Time Performance Views o Historical Metrics & Reports o Ipad App	o Listen, Assist & Agent Activation o Real-Time Performance Views o Historical Metrics & Reports o Ipad App
Integration		o 3rd Party REST API's o Data accessible via PureCloud Public REST API	o 3rd Party REST API's o Data accessible via PureCloud Public REST API	o 3rd Party REST API's o Data accessible via PureCloud Public REST API
Workforce Management			o Manual Scheduling	o Scheduling o Short/Long term Forecasting o Real-time adherence o Intraday Monitoring o Shift bidding/trading