



# Genesys Care

My Support Information Guide for PureEngage Cloud

*Updated January 2019*

# Table of Contents

	<u>Page</u>
◦ About the Information Guide	3
◦ Genesys Knowledge Network	4
◦ Quick Tips: What to do	5
◦ My Support Login	6-7
◦ Request a My Support Account	8
◦ My Support Dashboard	9-11
◦ My Cases	12
◦ Support Documentation	13-14
◦ Mobile App	15-17
◦ Knowledge Base	18
◦ Before Opening a Support Case	19

	<u>Page</u>
◦ Opening a Support Case	20-24
◦ Opening a Service Request	25-28
◦ Managing Cases	29-33
◦ Re-opening a Closed Case	34
◦ Feature Requests / Product Ideas Lab	35-37
◦ Managing Feature Requests	38-39
◦ Managing your Support Profile	40-41
◦ Viewing Your My Support Access	42-43
◦ Opening an Admin Case	44
◦ Case Escalation	46
◦ Appendix: Support Case Priority Levels and Processes	47

# About the My Support Information Guide

- This guide gives you quick, visual tips on the features of My Support (the Customer Care Portal) including how to open and manage Cases.
- Please refer to the Support Guides and Support Processes for full details on service level targets and how to work with Customer Care, including Case Management.
- You must also be a Designated Contact to open Cases. Please visit our [FAQs](#) for more information.

# Genesys Knowledge Network

GENESYS | Knowledge Network PureEngage Sign In

## Welcome to the Genesys Knowledge Network

This is your product command center. Explore the Genesys community, training, help, and more.

PureCloud PureConnect PureEngage

### On-Premises Community (most recent)

- RE: PULSE : Update shared Dashboard copy not distr...  
By: Eystein Kylland, 10 hours ago  
This is normal behavior. When you open a...
- PULSE : Update shared Dashboard copy not distribut...  
By: Riccardo Paoli, a day ago  
Hello everyone, we noticed that if a Use...
- RE: PULSE : Display Targeted Skill  
By: Daniel Hilaire, 4 days ago  
Nelson, First make sure that Router...

### Useful Links

- What is ACD?
- Industry Terms
- Webinars
- Best Practices
- Customer Experience Professional Accreditation Course
- CX Masters Series

### On-Premises Release Notes

- PureEngage Release Notes  
Read more

- The [Genesys Knowledge Network](#) demystifies the task of navigating a maze of portals and empowers you to be more independent and efficient. This all-in-one portal is your access point to everything Genesys.
- If you're a Designated Contact for Genesys, go to [know.genesys.com](https://know.genesys.com) and sign in. The Genesys Knowledge Network knows who you are, what you bought, and only shows you what's relevant depending on whether you have PureCloud, PureConnect, or PureEngage. Your content includes product-relevant Community posts, a link to your My Support page for Case Management, billing information, your PureSuccess token count, contact information for your CSM or Genesys Advisor, and much more.

# Quick Tips: What to do

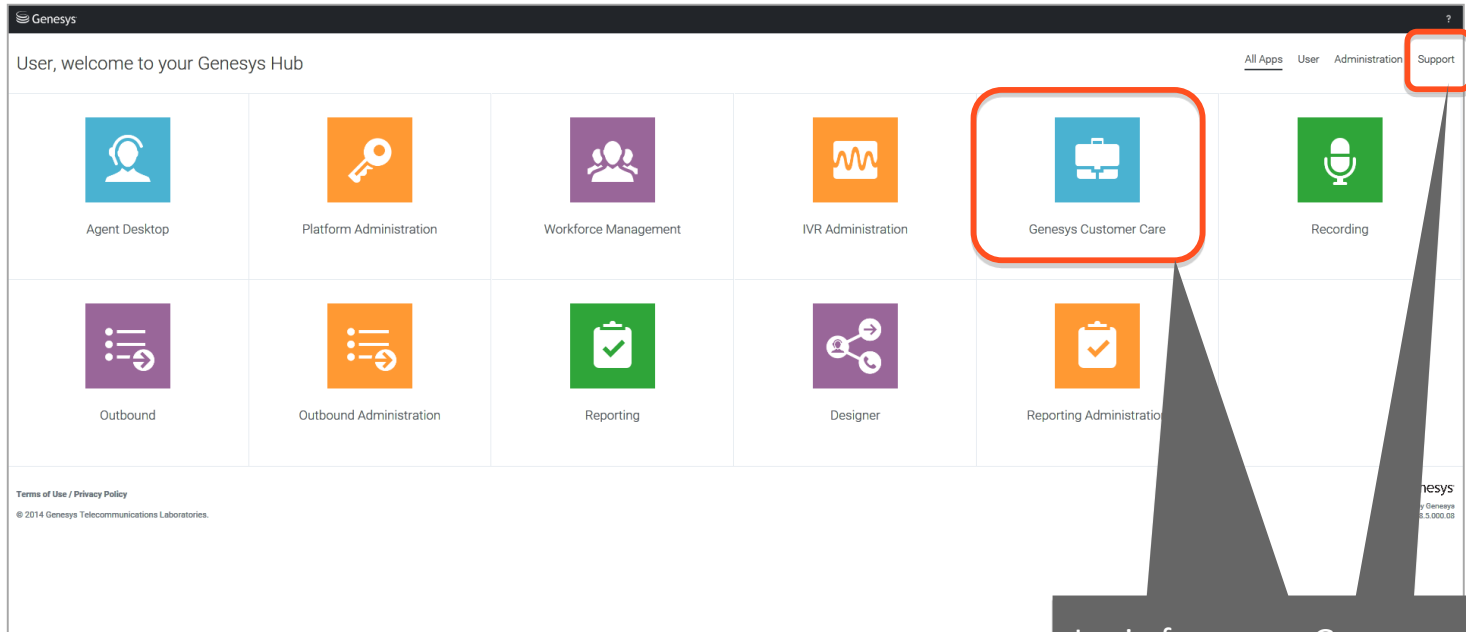
Problem with the operation of Genesys products in production	Submit a Support Case in <a href="#">My Support</a> or call Customer Care*
Report a severe impact or degradation to business operations	Call Customer Care for immediate evaluation*
Post-production technical questions about the operation of your Genesys application	Submit a Support Case in <a href="#">My Support</a> or call Customer Care*
Problem with Genesys Care tools or the mobile app	Submit a Support Case in <a href="#">My Support</a> or call Customer Care*
Problem with your custom professional services application	Submit a Support Case in <a href="#">My Support</a> or call Customer Care*
Requesting My Support access level change and other actions regarding my account	Login to <a href="#">My Support</a> and select My Support Access from the bottom left
Changes with My Support profile such as updates to email address or phone numbers	Login to <a href="#">My Support</a> and select My Profile from the bottom left
My Support functionality issues	Submit an Admin Case in <a href="#">My Support</a>
Product does not show in drop-down list	
File upload/download issues when using "File Transfer" function	

Problems with My Support login	Email Customer Care <a href="mailto:customercare@genesys.com">customercare@genesys.com</a>
Information required for product pricing or a quotation	Contact your Account Executive
You have anticipated application or product additions	
Changes regarding the status of your Genesys account	
You have architecture or design questions	
Billing concerns	
Existing Case follow-up	Post updates to the Case in My Support. Or, reply to an Email originated from the Case which includes a special Reference ID, which will tie any reply back to the Case.
Product change or Feature Requests (FRs)	Submit a change request in the Product Ideas Lab. Update existing FRs in <a href="#">My Support</a> .
Questions about Genesys Care	Contact your Genesys Care Representative

\*Visit [www.genesys.com/customer-care/contact-us](http://www.genesys.com/customer-care/contact-us) for Customer Care phone numbers

# My Support: Login from the Cloud Platform

How to reach **My Support** through your Genesys Cloud login



Login from your Genesys workspace by selecting either 'Genesys Customer Care' or 'Support'

# My Support: Login from the Customer Care Website

<http://www.genesys.com/customer-care>

GENESYS | My Support

Log In Get Started FAQ Documentation Contact Us

## Our Customer Care Communications Portal

LOG IN GET STARTED

Username

Password

Log In

Forgot Password?

Need Help? [Contact Us](#) [View Now](#)

Have Questions? [View Now](#)

Product Documentation

PureCloud PureConnect PureEngage

GENESYS  
Are you a Customer Experience Expert?  
[Take the CX Quiz](#)

My Support Login

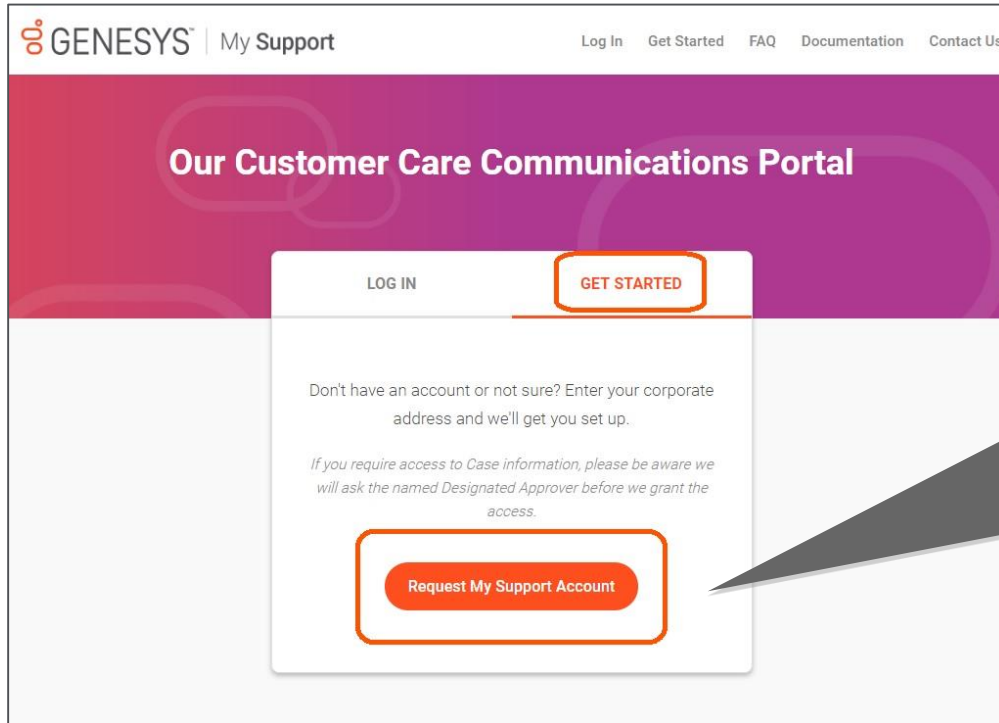
## Login to My Support for:

- Case Management
- Support Information
- Knowledge Search
- Product Documentation
- Genesys Care Mobile App
- Customer Care News and Product Advisories

## From this page, you can also:

- Contact Customer Care
- View our FAQ page
- Visit the Product Documentation sites

# My Support: Request an Account



<http://www.genesys.com/customer-care>

## Request My Support Login

- Select 'Get Started'
- Select 'Request My Support Account'
- You will be asked to provide your corporate email address

## Three My Support Access Levels:

- Basic Access
- Read-Only
- Read-Write (Designated Contact)



# My Support: Dashboard

GENESYS™ | My Support

Welcome, [User Name]

My Cases | Dashboard | Announcements | FAQ | Documentation | Contact Us

Continue to your Dashboard >

Recent Announcements:

- Security Advisories & Support**
  - July 27, 2018  
**Product Advisory: PSDK Java & .NET Support**  
PureEngage
  - May 3, 2018  
**Security Advisory: Tomcat PUT Vulnerability**  
PureEngage
  - January 8, 2018  
**Security Advisory: Genesys Response to Meltdown and Spectre**  
PureCloud, PureConnect, PureEngage
- Tech Tutorials**
  - August 17, 2018  
**Tech Tutorial #114 - Topic, Date and Time TBD presented by the Reporting and Analytics Product Support Group**  
Please complete [this brief survey](#) to provide input on the tutorial content.  
Tutorial Date and Time: September, 2018 - exact Date and Time TBD  
PureEngage
  - August 20, 2018  
**Tech Tutorial #113: SIP Proxy based SIPServer HA - presented by the Telephony Product Support Group**  
Tutorial Date and Time: August 20
- News & Events**
  - August 21, 2018  
**Update to My Support Portal: New My Cases page**  
PureCloud, PureConnect, PureEngage
  - August 14, 2018  
**Transition to New Product Ideas Lab**  
PureCloud, PureEngage
  - July 25, 2018  
**Chat now available for PureConnect Care Customers**  
PureConnect

Select 'Continue to your Dashboard' to access the My Support Quick Links.

Security Advisories and Support Articles, Tech Tutorials, and Featured News, and Events will display on the Recent Announcement page.

# My Support: My Support Dashboard

GENESYS™ | My Support

Welcome, [User Name]

My Cases Dashboard Announcements FAQ Documentation Contact Us

My Support | PureEngage Cloud

PureEngage Cloud

- PureEngage On-Premises
- PureEngage Cloud
- PureConnect On-Premises
- PureConnect Cloud
- PureCloud

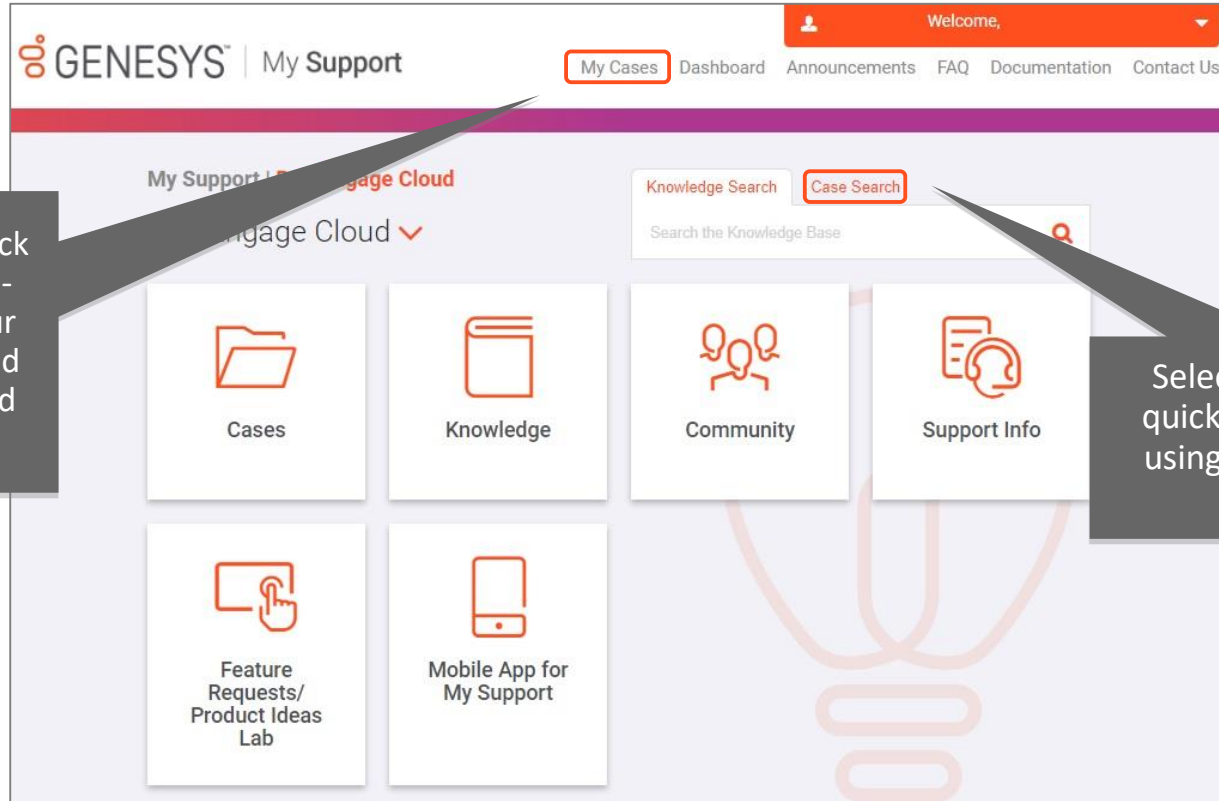
Case Management Knowledge Base Community Support Info

Feature Requests/Product Ideas Lab Mobile App for My Support

If you have access to multiple product Dashboards, you can switch between them by expanding the drop down list and selecting one product or another.

Access many My Support features from the Dashboard. The Quick Links displayed will depend on your level of Support Access.

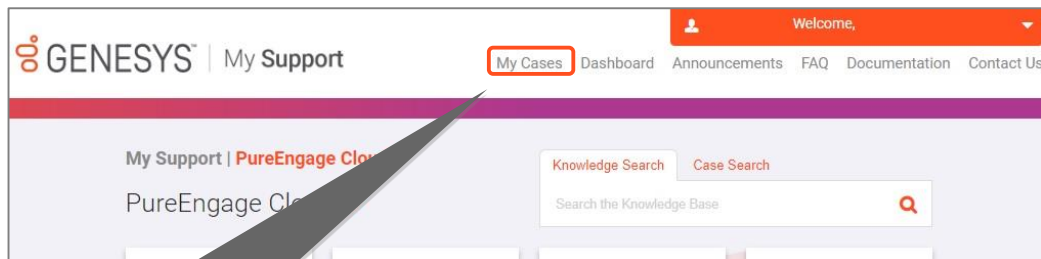
# My Support: My Support Dashboard



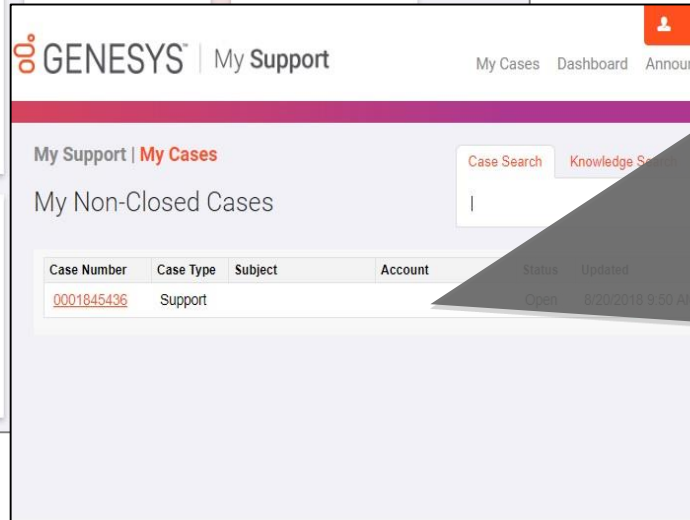
The 'My Cases' quick link gives you one-click access to your current Non-Closed Cases consolidated on one page

Select 'Case Search' to quickly search for Cases using Keywords or Case numbers

# My Support: My Cases



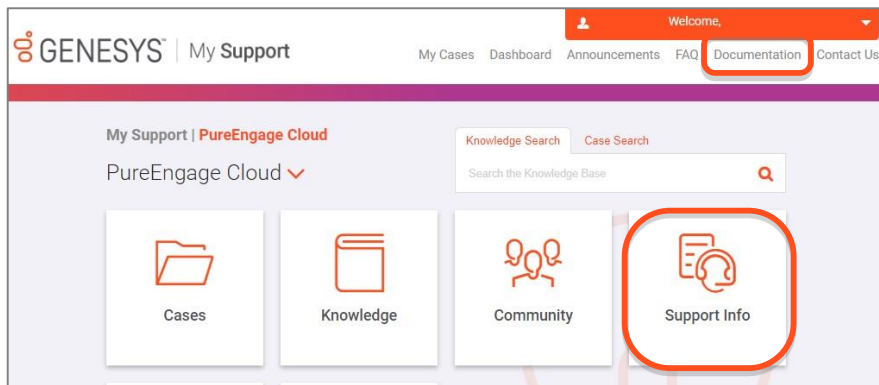
Quickly locate all your Non-Closed Cases using the 'My Cases' quick link



The 'My Cases' list includes Non-Closed Cases that satisfy the following criteria:

- Cases Contact = Logged in user of My Support
- Case Types: Support Case, Service Requests (including Data Privacy requests), Feature Request, or Admin Cases
- Product lines: PureEngage On-Premise, PureEngage Cloud, PureConnect On-Premise, PureConnect Cloud, PureCloud, or non-product specific (i.e. Admin Cases)
- Sort Order: most recently updated Cases on top

# My Support: Support Documentation



Documentation (Genesys Docs site) can be accessed by selecting **Support Info** or **Documentation**.

Support Processes are online documents that provide information on how to work with Genesys Customer Care for Case Management, using the Knowledge Base, and guidance on other My Support features (Community, Tech Tutorials, etc.).

The screenshot shows two overlapping document pages from the Genesys Care/Support site. The top page is titled 'Support Processes for Cloud Subscriptions' and the bottom page is 'Support Processes for Cloud Resellers'. Both pages include a 'current' status indicator and a list of topics covered in the documents.

**Support Processes for Cloud Subscriptions**

This Support Processes document describes the **Genesys Care for the Cloud** offerings and provides guidelines for interacting with our Customer Care team to address Cloud Support requirements for the following Genesys Cloud Solutions:

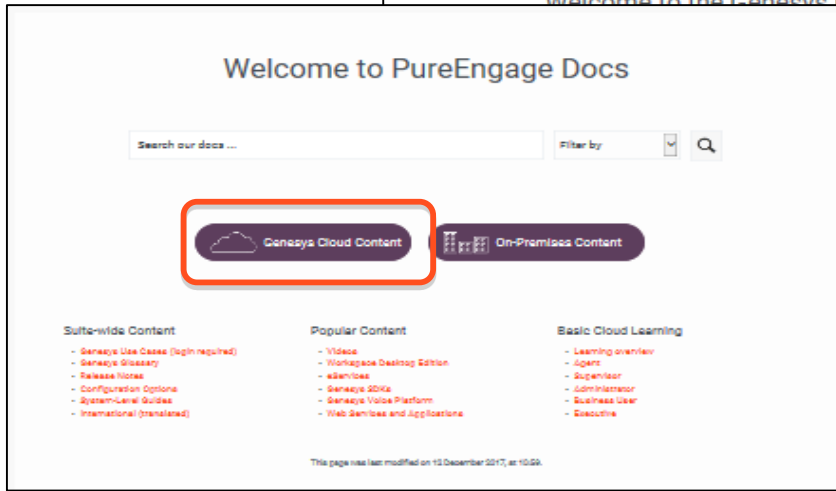
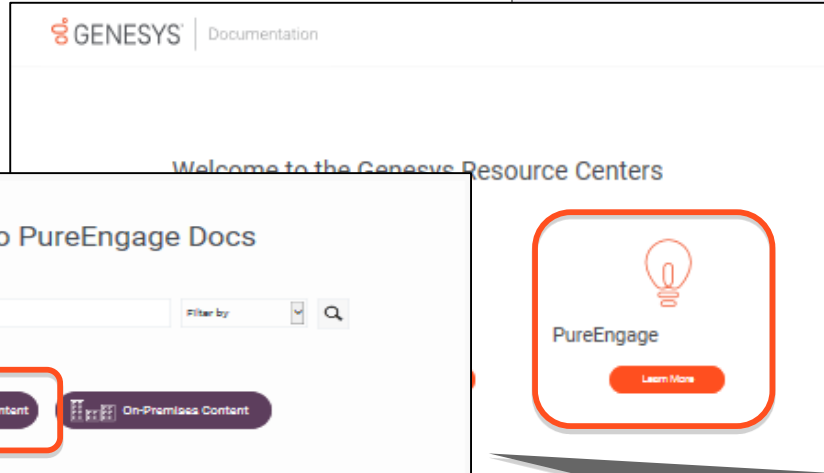
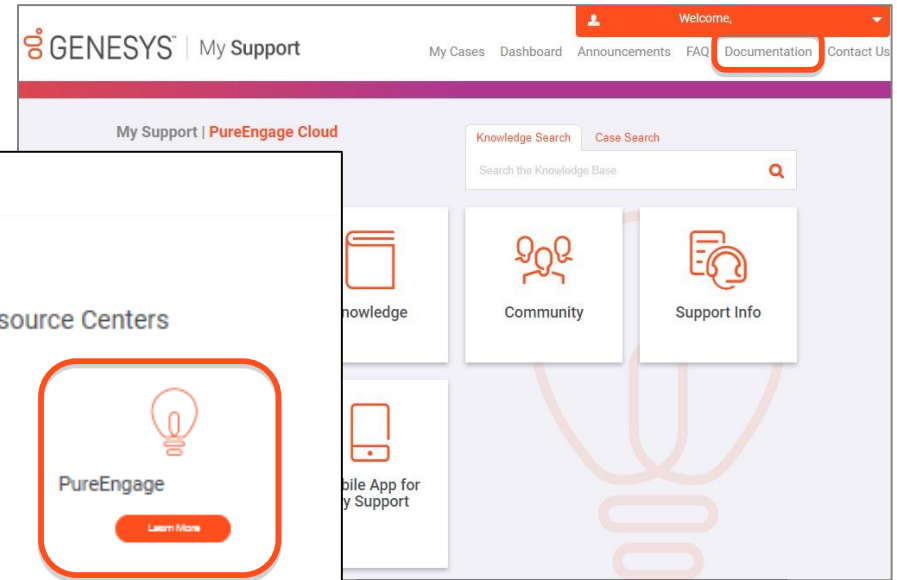
- PureEngage Cloud (formerly Business/Enterprise Edition Cloud)
- Premier Edition (including Self-Service)
- Outbound Engagement (including Mobile Marketing)
- Social Analytics

**Support Processes for Cloud Resellers**

This Support Processes document describes the **Genesys Care for the Cloud** offerings and provides guidelines for interacting with our Customer Care team to address Cloud Support requirements for the following Genesys Cloud Solutions:

- Response, Restoration and Resolution Targets
- Case Severity Codes Criteria
- Incident Reports (Critical and High Severity Issues)
- Maintenance Windows and Updates
- Customer Care Responsibilities
- Cloud Reseller Responsibilities
- Professional Services
- Move/Add/Change/Delete (MAC/Ds) and Feature Requests (FRs)

# My Support: Support Documentation



Support Guides are online guides that provide full information on Service Level Targets and Responsibilities.

# Genesys Care Mobile App

## Mobile App Features

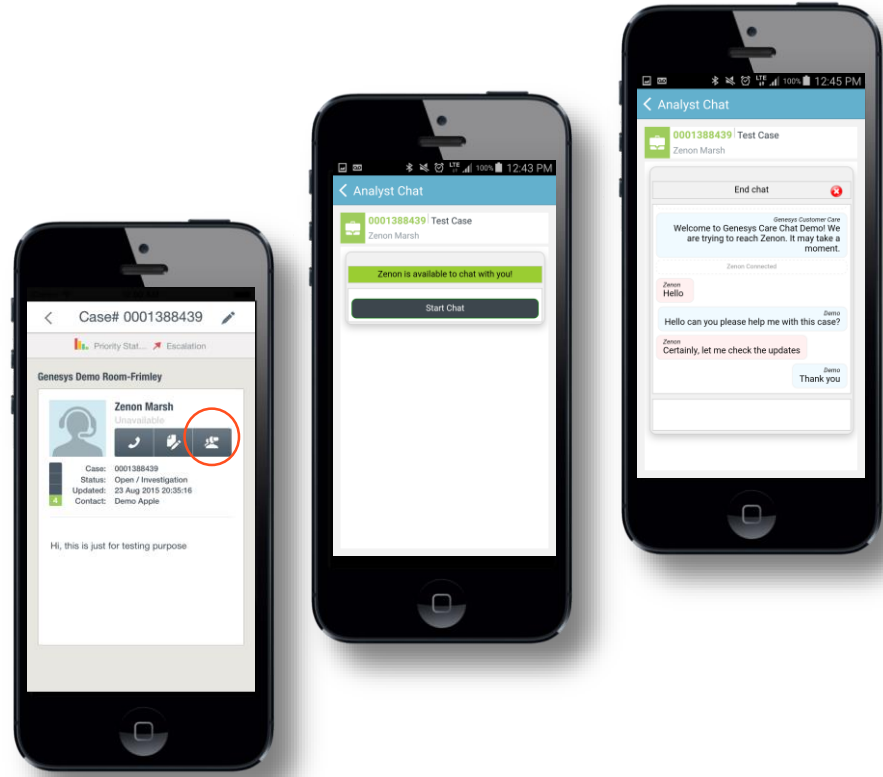
- iOS and Android
- Review your open Cases, including all public case updates
- Post updates to your Cases
- Contact any of our regional Customer Care Centers
- Request Case closure
- Receive alarm notifications and view alarm data\*



# Genesys Care Mobile App

## Supports Chat

- Available to Designated Contacts
- Request Chat with your assigned Case Owner for any Open Case



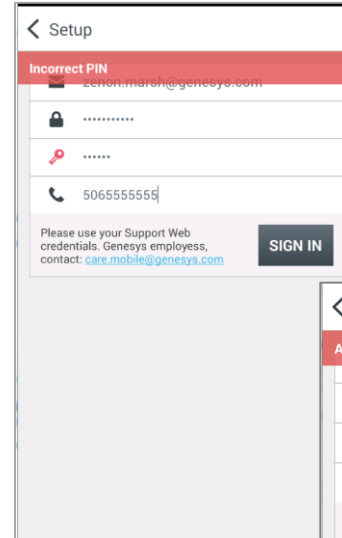


# Genesys Care Mobile App

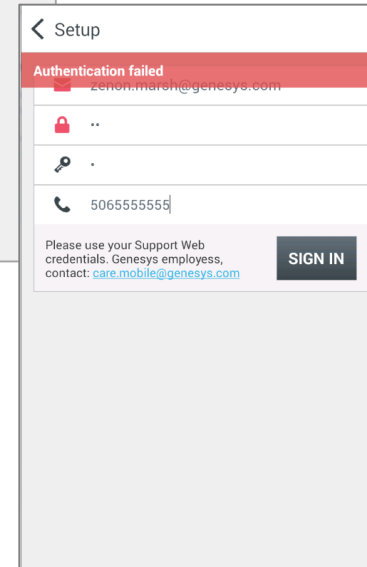
## Mobile App Setup

- Download the App:
  - [iOS](#)
  - [Android](#)
- Successfully sign into **My Support** from your computer/laptop at least once
- Sign into the Mobile App with your:
  - Corporate Email
  - Password
  - PIN\*
  - Phone Number
- If you experience any issues such as **Incorrect PIN** or **Authentication Failed**, please email [care.mobile@genesys.com](mailto:care.mobile@genesys.com)

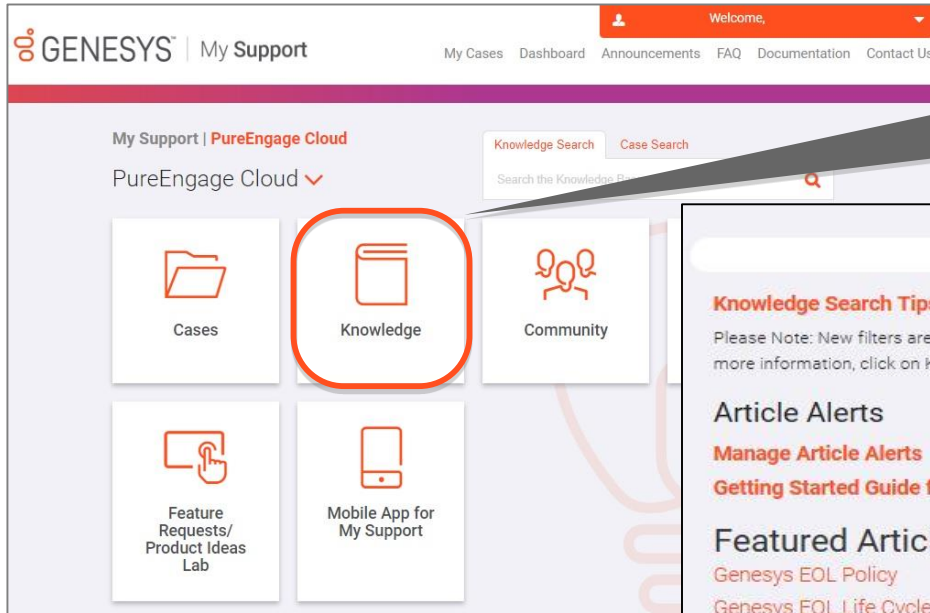
\*To find your PIN, login to My Support and select the dropdown arrow by your username then Manage Profile. Then select My Profile to locate your PIN.



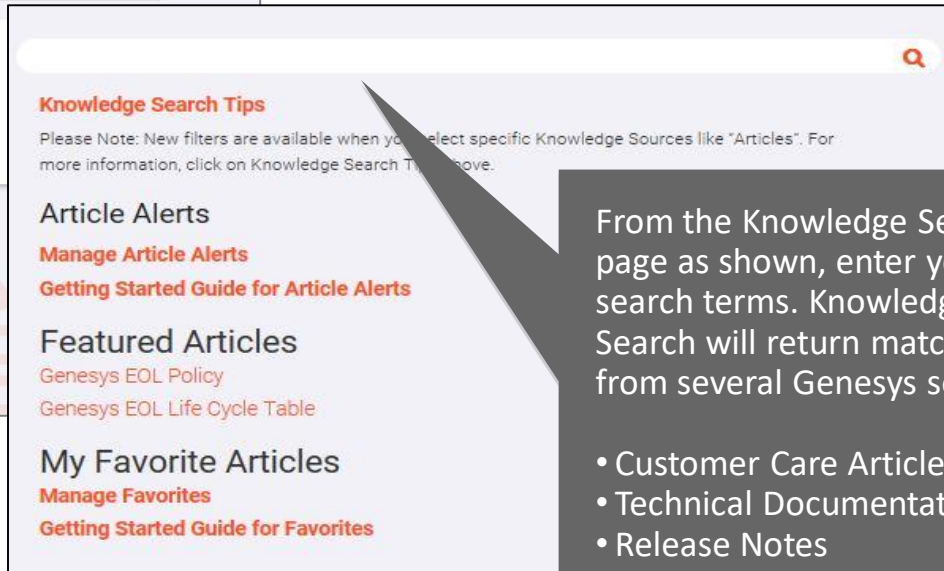
If you experience Mobile App login issues, please email [care.mobile@genesys.com](mailto:care.mobile@genesys.com)



# My Support: Knowledge Base



Perform a quick search of our Knowledge Base and Technical Documentation sites. Also manage the content you want to receive.



From the Knowledge Search page as shown, enter your search terms. Knowledge Search will return matches from several Genesys sources:

- Customer Care Articles
- Technical Documentation
- Release Notes
- Questions Forum (Community)

# Tips: What to Check before Opening a Case\*

If your Case is a **question**:

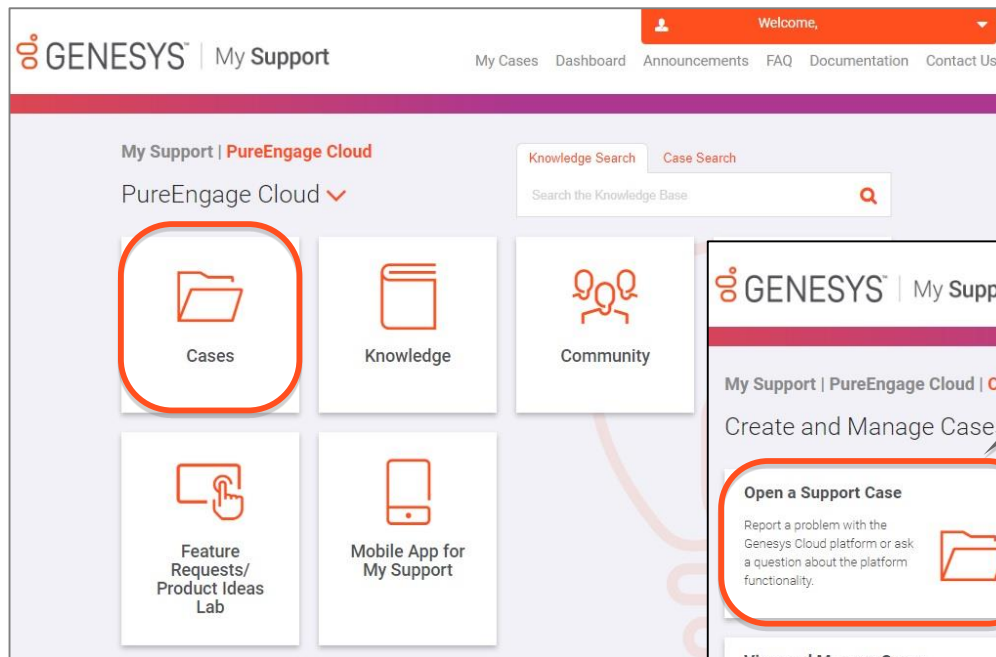
- If available have you checked the built-in Help sections within the Genesys applications?
- Have you checked the product User Guide and/or Support Processes?
- Have you clearly defined the issue?

If your Case is a **problem**, ask yourself these additional questions:

- If applicable, have you checked the Service Advisories on the products Portal you are using?
- Have you been able to reproduce the problem (if so, please document the steps)?
- Have you identified a clear business impact?
- Have you described what actions you have taken so far in attempting to solve the problem?

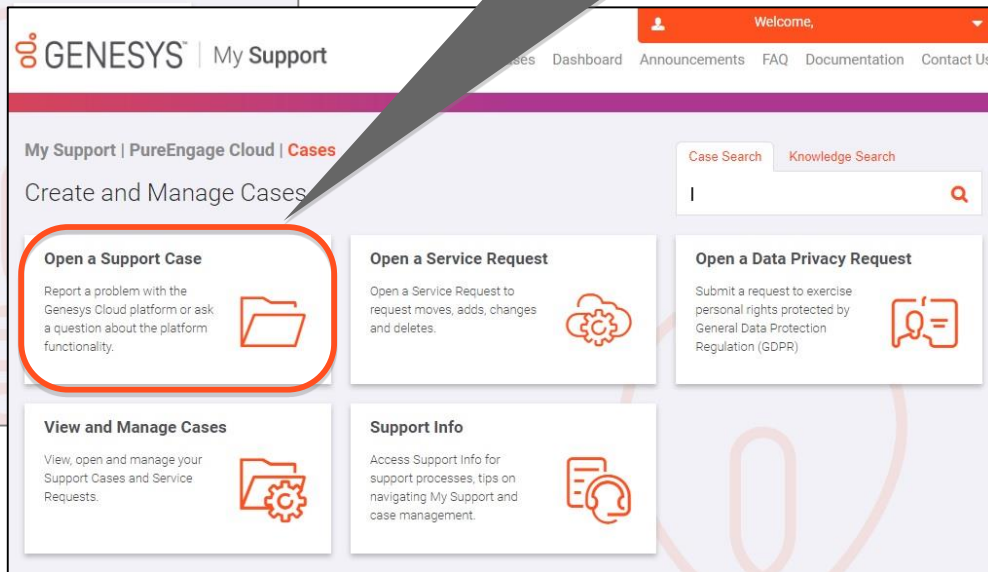
\* For more details, please reference our [Support Processes for Cloud Subscriptions](#) or [Support Processes for Cloud Resellers](#) online content. You must login via My Support or Genesys Cloud to view this content.

# My Support: Opening a Support Case



Begin by selecting  
'Open a Support Case'

- Report an issue
- Ask a technical question



# My Support: Opening a Support Case

GENESYS™ My Support

Welcome, [User]

My Cases Dashboard Announcements FAQ Documentation Contact Us

Cloud Support Case

Report problems with the Genesys cloud platform or ask a question about platform functionality

Cloud Deployment [Dropdown]

Account: [Text]

Cloud Service [Dropdown]

- None--
- None--
- Agent Desktop
- Call Back
- Call Recording
- Chat / Email
- Configuration Environment
- IVR
- Network
- Other
- Outbound
- Reporting
- Routing
- Telephony
- Workforce Management

Cancel

Select your Cloud Deployment. You will see several choices if you have multiple Cloud Deployments within your organization.

Cloud Deployments could be a specific business unit or division within your company.

Select the Cloud Service (Cloud Product) for which you are opening the Support Case.

# My Support: Opening a Support Case

GENESYS My Support

Welcome

My Cases Dashboard Announcements FAQ Documentation Contact Us

Cloud Support Case

Report problems with the Genesys cloud platform or ask a question about platform functionality

Cloud Deployment Cloud Service Call D...

Case Sub Type **None** Question Problem

Implementation Stage Priority High Low

Subject Security Threat

Description

Business Impact

# of Agents/Ports Affected

External Ref #

Save Cancel

If you are opening a Support Case, select one of these Case Sub Types:

## Question

- General question regarding your Cloud Product

## Problem

- Problem with the operation of Genesys products in production

# My Support: Opening a Support Case

GENESYS | My Support

Welcome

My Cases Dashboard Announcements FAQ Documentation Contact Us

Cloud Support Case

Report problems with the Genesys cloud platform or ask a question about platform functionality

Cloud Deployment Cloud Service Call Recording

Case Sub Type  Priority

Implementation Stage  Security Threat

Subject

Description

Business Impact

# of Agents/Ports Affected

External Ref #

Select the Implementation Stage for your Support Case:

## Production

- Live environment (post-deployment)

## UAT

- During User Acceptance Testing

# My Support: Opening a Support Case

GENESYS | My Support

Welcome

My Cases Dashboard Announcements FAQ Documentation Contact Us

Cloud Support Case

Report problems with the Genesys cloud platform or ask a question about platform functionality

Cloud Deployment Cloud Service Call Recording

Case Sub Type --None-- Priority 2-High

Implementation Stage Production 3-Medium

Subject UAT Security Threat 4-Low

Description

Business Impact

# of Agents/Ports Affected

External Ref #

Save Cancel

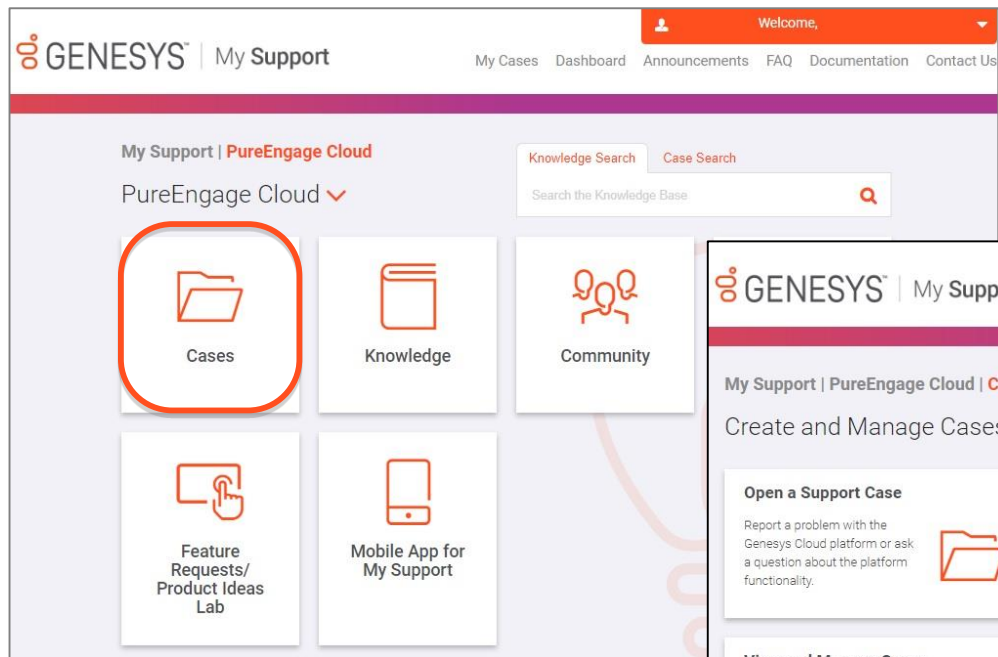
Select the Case 'Priority' level for your Support Case (see Appendix)

Select Critical issues as 'High' and save the page after completing the information. Then, call Customer Care for further evaluation and to evaluate the Case status of 'Critical.'

Provide detailed information which helps us route your Case/Request to the appropriate product specialist

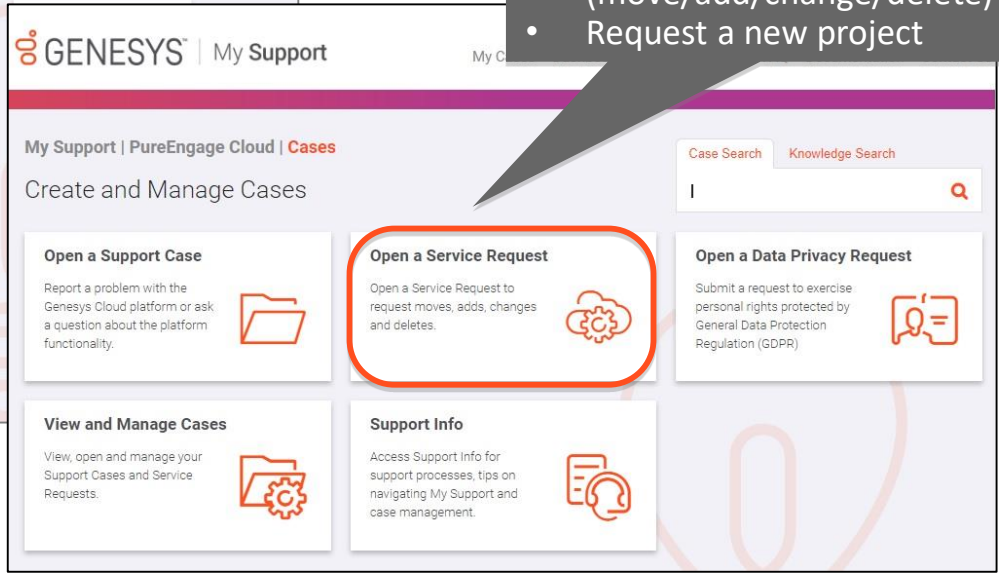


# My Support: Opening a Service Request



Begin by selecting 'Open a Service Request'

- Reset Cloud login password
- Submit a change request (move/add/change/delete)
- Request a new project



# My Support: Opening a Service Request

GENESYS™ | My Support

Welcome, [User Name]

My Cases Dashboard Announcements FAQ Documentatio

### Cloud Service Request

Add/remove cloud platform users, change user access privileges or reset passwords, submit a change request (move/add/change)

Cloud Deployment [Dropdown]

Account: [Dropdown]

Cloud Service [Dropdown]

- None--
- Agent Desktop
- Call Back
- Call Recording
- Chat / Email
- Configuration Environment
- IVR
- Network
- Other
- Outbound
- Reporting
- Routing
- Telephony
- Workforce Management

Cancel

Select your Cloud Deployment. You will see several choices if you have multiple cloud deployments within your organization.

Cloud deployments could be a specific business unit or division within your company.

Select the Cloud Service (Cloud Product) for which you are opening the Service Request.

# My Support: Opening a Service Request

The screenshot shows the Genesys My Support interface. At the top, there is a navigation bar with the Genesys logo, 'My Support', and links for 'My Cases', 'Dashboard', 'Announcements', 'FAQ', 'Documentation', and 'Contact Us'. A user profile dropdown shows 'Welcome, [User Name]'. The main content area is titled 'Cloud Service Request' and includes a brief description: 'Add/remove cloud platform users, change user access privileges or reset passwords, submit a change request (move/add/change/delete), or request...'. Below this, there are several form fields: 'Cloud Deployment', 'Case Sub Type' (a dropdown menu with options: '--None--', 'None', 'Add/Remove Access', 'Password Reset', 'Change Request', 'New Project Request'), 'Implementation Stage', 'Subject', 'Description', 'Business Impact', and 'External Ref #'. At the bottom, there are 'Save' and 'Cancel' buttons.

If you are opening a Service Request, select one of these Case Sub Types:

## Password Reset

- Reset your Cloud login password

## Change Request

- Submit change requests (\*see below)
- Your request will be reviewed and you will receive a response in 48 hours

## New Project Request

- Use when you have a major request such as adding a new site or functionality.

## ***\*Example of Change Requests include:***

- Request Toll-Free Number
- Add DNs or Agents
- Make other Configuration Changes
- Order Professional Recordings
- Enable Call Recording
- Update routing strategy

# My Support: Opening a Service Request

GENESYS | My Support

Welcome, [User]

My Cases Dashboard Announcements FAQ Documentation Contact Us

Cloud Service Request

Add/remove cloud platform users, change user access privileges or reset passwords, submit a change request (move/add/change/delete), or request a new project

Cloud Deployment Cloud Service Call Back

Case Sub Type

Implementation Stage

Subject

Description

Business Impact

External Ref #

Priority

4-Low  
2-High  
3-Medium  
4-Low

Save Cancel

Select the 'Priority' level for your Service Request (see Appendix)

Select Critical issues as 'High' and save the page after completing the information. Then, call Customer Care for further evaluation and to evaluate the Case status of 'Critical.'

Provide detailed information which helps us route your Case/Request to the appropriate product specialist

# My Support: Managing Your Cases

The image displays two screenshots of the GENESYS My Support interface. The left screenshot shows the main dashboard with navigation links: My Cases, Dashboard, Announcements, FAQ, Documentation, and Contact Us. The 'My Support | PureEngage Cloud' header is visible. Below the header, there are search bars for 'Knowledge Search' and 'Case Search'. A grid of six icons is shown: 'Cases' (highlighted with a red circle), 'Knowledge', 'Community', 'Feature Requests/Product Ideas Lab', and 'Mobile App for My Support'. A dark grey callout box with a white arrow points to the 'Cases' icon, containing the text 'Select 'View and Manage Cases''. The right screenshot shows the 'Cases' sub-page. The header is 'My Support | PureEngage Cloud | Cases'. Below the header, there is a search bar with 'Case Search' and 'Knowledge Search' tabs. The main content area is titled 'Create and Manage Cases' and contains six cards: 'Open a Support Case', 'Open a Service Request', 'Open a Data Privacy Request', 'View and Manage Cases' (highlighted with a red circle), and 'Support Info'. Each card includes a brief description and an icon.

**My Support | PureEngage Cloud**

My Cases Dashboard Announcements FAQ Documentation Contact Us

Knowledge Search Case Search

Search the Knowledge Base

**Cases**

Knowledge

Community

Feature Requests/Product Ideas Lab

Mobile App for My Support

**My Support | PureEngage Cloud | Cases**

My Cases Dashboard Announcements FAQ Documentation Contact Us

Case Search Knowledge Search

Create and Manage Cases

**Open a Support Case**

Report a problem with the Genesys Cloud platform or ask a question about the platform functionality.

**Open a Service Request**

Open a Service Request to request moves, adds, changes and deletes.

**Open a Data Privacy Request**

Submit a request to exercise personal rights protected by General Data Protection Regulation (GDPR).

**View and Manage Cases**

View, open and manage your Support Cases and Service Requests.

**Support Info**

Access Support Info for support processes, tips on navigating My Support and case management.

Select 'View and Manage Cases'

# My Support: Managing Your Cases

The screenshot shows the GENESYS My Support interface. At the top, there is a navigation bar with the GENESYS logo and 'My Support' text. To the right, there is a 'Welcome' dropdown menu and a navigation menu with items: My Cases, Dashboard, Announcements, FAQ, Documentation, and Contact Us. Below the navigation bar, there is a dropdown menu for 'My Cases - All Non-Closed' which is open, showing options: My Cases - All Non-Closed (highlighted), My Cases - Genesys Action, My Cases - Customer Action, My Cases - Closed, All Cases - All Non-Closed, All Cases - Genesys Action, All Cases - Customer Action, and All Cases - Closed. To the right of this menu is a 'Cloud Account/Deployment' dropdown menu. Below these is a table with columns: Account/Depl., Priority, Cloud Service, Date Opened, Date Modified, and Contact Name. The table contains two rows of data. A red box highlights an export icon in the bottom right corner of the table area.

Account/Depl.	Priority	Cloud Service	Date Opened	Date Modified	Contact Name
2	Open				
	Open	4-Low			

Export Support Cases into an Excel file  
*(note: will export the filtered Case view as seen on your screen)*

Filter your Case view

'My' Cases provides a view of Cases you have submitted

'All' Cases provides a view of all Cases submitted by your company

# My Support: Managing Your Cases

My Cases - All Non-Closed Cloud Account/Deployment

page 1 of 1 (3 records total)

« Previous Next »

1	2	3	4	5	6	7	8	9	10
Case Number	Case Type	Subject	Account/Depl.	Status	Priority	Cloud Service	Date Opened	Date Modified	Contact Name
0002068560	Support			Open	3-Medium	Telephony	1/16/2018	1/16/2018	
0002068559	Service			Open	4-Low	Chat / Email	1/16/2018	1/16/2018	
0002068169	Support			Open	4-Low	Call Back	1/10/2018	1/10/2018	

The following Case Types will display:

- Support Case
- Service Request
- Incident (assigned by Customer Care after a submitted Support Case has been determined to be service affecting)

- 1 **Case Number:** Assigned by Customer Care
- 2 **Case Type:** See grey box
- 3 **Subject:** Description of Case
- 4 **Account/Depl:** Cloud Deployment
- 5 **Status:** Current status of the Case  
OPEN (New, Investigation, Customer Responded)  
AWAITING INFO (Info Required from Customer)  
SERVICE RESTORED (Pending Permanent Solution, Pending RCA)  
SOLUTION PROPOSED (Solution Proposed; Problem Resolved)  
CLOSED (Cancelled; Resolved; Redirected)
- 6 **Priority:** Assigned per Case severity; see slide 47
- 7 **Cloud Service:** Affected cloud service
- 8 **Date Opened:** Date Case opened
- 9 **Date Modified:** Last date that either Genesys or customer posted a Case update
- 10 **Contact Name:** Designated Contact who opened the Case

# My Support: Managing Your Cases

The screenshot displays the GENESYS My Support interface for a specific case. At the top, there is a navigation bar with the GENESYS logo, the text "My Support", and a "Welcome" message. Below this, a menu includes "My Cases", "Dashboard", "Announcements", "FAQ", "Documentation", and "Contact Us". The main content area shows a case titled "Case 0002068560" with a status summary. A row of four buttons is visible: "Post Update", "Close Case", "Transfer Files", and "Request Chat". Below these buttons, the case status is shown as "Open" and "Sub Status" as "New". A "Case Owner" field is also present. Three callout boxes provide instructions: one points to the "Post Update" button, another to the "Close Case" button, and a third to the "Request Chat" button. The "Case Details" section below includes fields for "Cloud Service" (Telephony), "Date/Time Opened" (1/16/2018 4:02 AM), "Last Modified Date" (1/16/2018 4:02 AM), "Business Impact", and "External Ref #".

Welcome, [User Name]

GENESYS My Support

My Cases Dashboard Announcements FAQ Documentation Contact Us

Case 0002068560

Status Summary

Post Update Close Case Transfer Files Request Chat

Status Open

Sub Status New

Case Owner

Upload logs files that may be needed to help resolve the Case

Select 'Post Update' and Case status automatically changes from 'Awaiting Info' to 'Open – Customer Responded'

Close a Case (no need to email/call Customer Care)

Case Details

Cloud Service Telephony

Date/Time Opened 1/16/2018 4:02 AM

Last Modified Date 1/16/2018 4:02 AM

Business Impact

External Ref #



# My Support: Managing Your Cases

The screenshot shows the Genesys My Support interface for a case with ID 0002068560. The 'Request Chat' button is highlighted with a red box. The interface includes a navigation bar, a case summary section with action buttons, and a detailed case information table.

Status Summary	
Status	Open
Sub Status	New
Priority	3-Medium
Case Owner	

Case Details	
Subject	
Description	
Implementation Stage	UAT
Contact Name	
Cloud Account/ Deployment	
Cloud Service	Telephony
Date/Time Opened	1/16/2018 4:02 AM
Last Modified Date	1/16/2018 4:02 AM
Case Type	Cloud Support Case
Case Sub Type	Question
Business Impact	
External Ref #	

Chat with the assigned Case Owner

Designated Contacts can:

- Ask quick questions or inquire about Case status updates
- Leave a message if the Case Owner is unable to accept the Chat request
- Receive an email transcript of the Chat
- Access Chat via computer or mobile phone\*

\*Requires download of the Genesys Care Mobile App

# My Support: Re-opening a Closed Case

The screenshot shows the Genesys My Support interface for a specific case. At the top, there is a navigation bar with the Genesys logo, 'My Support', and links for 'My Cases', 'Dashboard', 'Announcements', 'FAQ', 'Documentation', and 'Contact Us'. A user profile dropdown shows 'Welcome,'. The main content area displays the case ID '0002068560' and a 'Status Summary' section. A red box highlights the 'Request to Re-open' button. Below this, a table shows the case's status as 'Closed', sub-status as 'Resolved', priority as '3-Medium', and the case owner. The 'Case Details' section follows, listing various attributes such as 'Subject', 'Description', 'Implementation Stage' (UAT), 'Case Type' (Cloud Support Case), 'Contact Name', 'Case Sub Type' (Question), 'Cloud Account/ Deployment', 'Cloud Service' (Telephony), 'Date/Time Opened' (1/16/2018 4:02 AM), 'Closed Date' (1/26/2018 7:37 AM), 'Business Impact', and 'External Ref #'. A callout box on the right points to the 'Request to Re-open' button.

Case  
0002068560

Status Summary

[Request to Re-open](#)

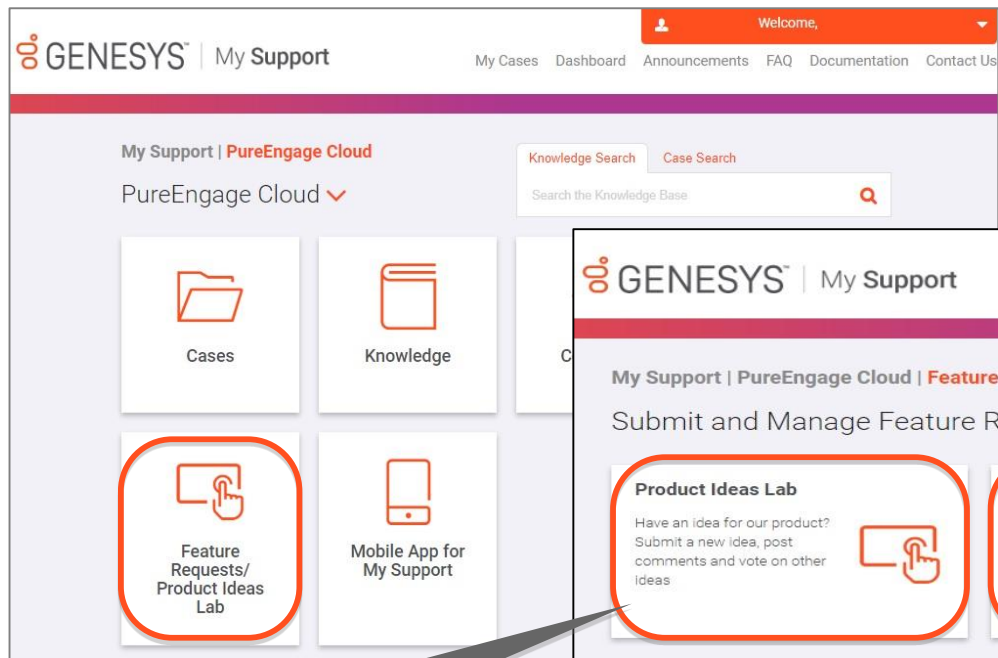
Status	Closed	Priority	3-Medium
Sub Status	Resolved	Case Owner	

Case Details

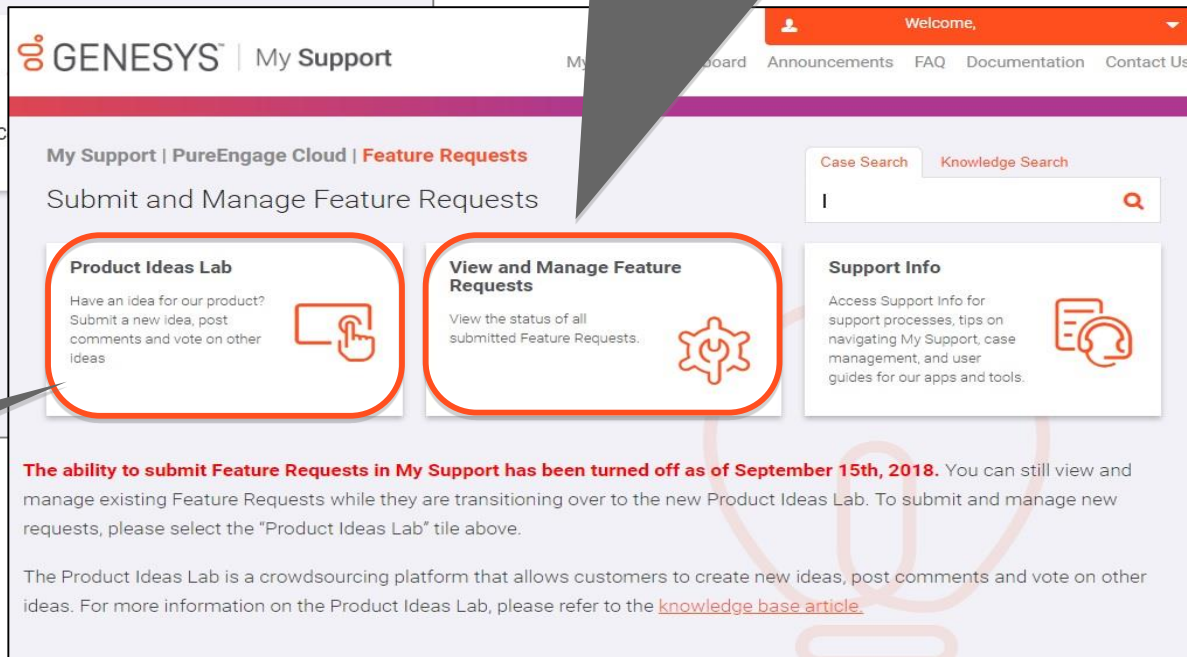
Subject			
Description			
Implementation Stage	UAT	Case Type	Cloud Support Case
Contact Name		Case Sub Type	Question
Cloud Account/ Deployment			
Cloud Service	Telephony	Date/Time Opened	1/16/2018 4:02 AM
		Closed Date	1/26/2018 7:37 AM
Business Impact			
External Ref #			

To re-open a Closed Case, select the Closed Case and select 'Request to Re-open'

# My Support: Feature Requests / Product Ideas Lab



Select 'View and Manage Feature Requests' for FRs submitted before Sept 15, 2018



Select 'Product Ideas Lab' for NEW product features

**The ability to submit Feature Requests in My Support has been turned off as of September 15th, 2018.** You can still view and manage existing Feature Requests while they are transitioning over to the new Product Ideas Lab. To submit and manage new requests, please select the "Product Ideas Lab" tile above.

The Product Ideas Lab is a crowdsourcing platform that allows customers to create new ideas, post comments and vote on other ideas. For more information on the Product Ideas Lab, please refer to the [knowledge base article](#).

# My Support: Opening a Feature Request

GENESYS | My Support

Welcome, [User Name]

My Cases Dashboard Announcements FAQ Documentation Contact

### Cloud Feature Request

Submit requests for new Genesys cloud platform features or functionality

Cloud Deployment [Dropdown]

Account: [Field]

Cloud Service [Dropdown]

- None--
- None--
- Agent Desktop
- Call Back
- Call Recording
- Chat / Email
- Configuration Environment
- IVR
- Network
- Other
- Outbound
- Reporting
- Routing
- Telephony
- Workforce Management

Cancel

Select your Cloud Deployment. You will see several choices if you have multiple cloud deployments within your organization.

Cloud deployments could be a specific business unit or division within your company.

*\*Cloud Resellers will see a list of end-user = accounts supported*

Select the Cloud Service (Cloud Product) for which you are opening the Feature Request

# My Support: Opening a Feature Request

GENESYS™ | My Support

Welcome, [User Name]

My Cases Dashboard Announcements FAQ Documentation Contact Us

### Cloud Feature Request

Submit requests for new Genesys cloud platform features or functionality

**Cloud Deployment** **Cloud Service**

**Subject**

**Description** Please describe in detail the feature being requested by answering the following:

- Use Case: Describe how this feature would be used.
- Current Functionality: What does the System currently do?
- Proposed New Functionality: What would you like the System to do instead?
- Impact: What is the cost or impact of not having this feature?

**Save** **Cancel**

Complete all the required fields with as much details as possible:

- Subject
- Feature Description

# My Support: Managing Your Feature Requests

The screenshot shows the 'My Support' page for Genesys. The header includes the Genesys logo, 'My Support', and navigation links: 'My Cases', 'Dashboard', 'Announcements', 'FAQ', 'Documentation', and 'Contact Us'. A user profile dropdown shows 'Welcome,'. The main content area is titled 'My Support | PureEngage Cloud | Feature Requests' and 'Submit and Manage Feature Requests'. It features three tiles: 'Product Ideas Lab' (with a hand icon), 'View and Manage Feature Requests' (with a gear icon and highlighted by a red border), and 'Support Info' (with a document and head icon). Below the tiles, a red notice states: 'The ability to submit Feature Requests in My Support has been turned off as of September 15th, 2018. You can still view and manage existing Feature Requests while they are transitioning over to the new Product Ideas Lab. To submit and manage new requests, please select the "Product Ideas Lab" tile above.' A paragraph below explains the Product Ideas Lab as a crowdsourcing platform and provides a link to a knowledge base article.

Select 'View and Manage Feature Requests' to view the status of FRs submitted before Sept 15, 2018

# My Support: Managing Your Feature Requests

GENESYS™ | My Support

Welcome, [User Name]

My Cases Dashboard Announcements FAQ Documentation Contact Us

My Cases - All Non-Closed Cloud Account/Deployment

page 1 of 1 (2 records total)

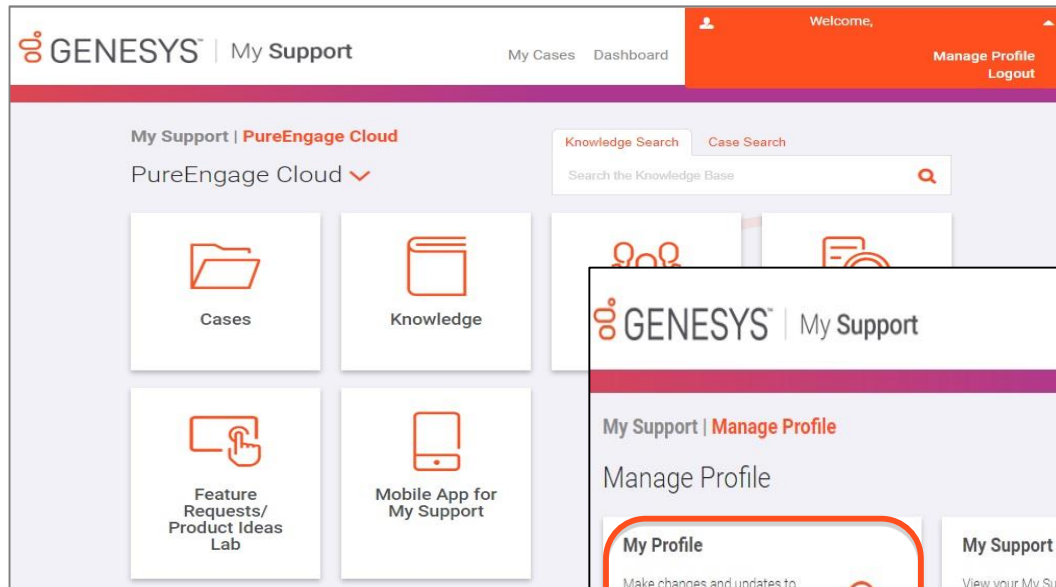
« Previous Next »

1 Case Number	2 Subject	3 Account/Depl.	4 Status	5 Sub Status	6 Cloud Service	7 Date Opened	8 Date Modified	9 Contact Name	Export
0002068561			Open - Customer Care	New	Network	1/16/2018	1/16/2018		
0002068168			Open - Customer Care	New	Chat / Email	1/10/2018	1/10/2018		

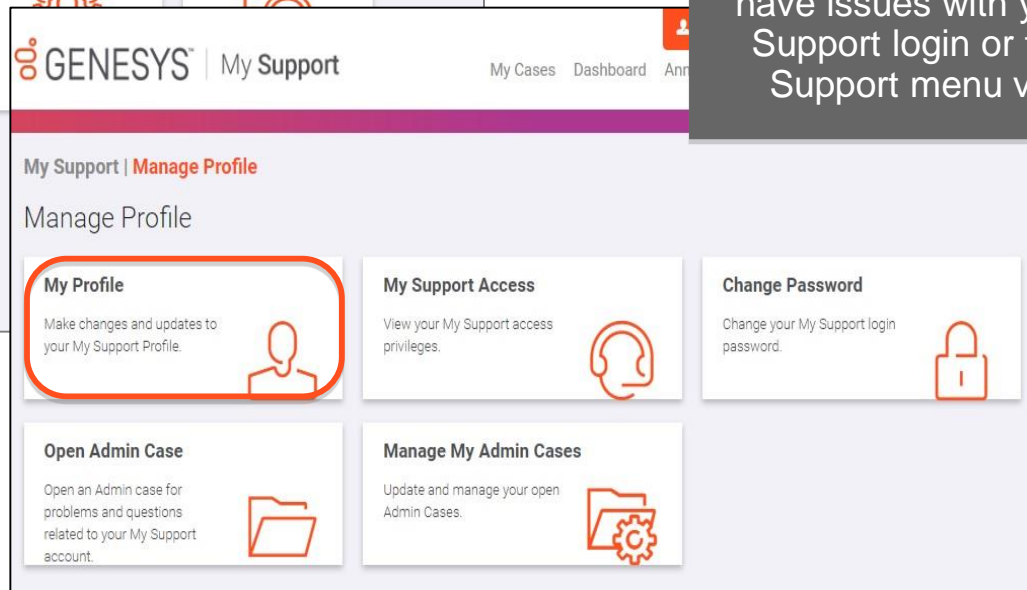
Export Feature Requests into an Excel file  
(note: will export the filtered view as seen on your screen)

- 1 **Case Number:** Assigned by Customer Care
- 2 **Subject:** Description of Feature Request
- 3 **Account/Depl:** Cloud Deployment
- 4 **Status:** Current status of the Feature Request  
**OPEN – CUSTOMER CARE** (New; Investigation; Info Required from Customer; Solution Proposed)  
**OPEN – PRODUCT MANAGEMENT** (New; Info Required from Customer; Under Review; Future Candidate; Planned; Committed)
- 5 **Sub-Status:** See above
- 6 **Cloud Service:** Cloud service for the FR
- 7 **Date Opened:** Date FR opened
- 8 **Date Modified:** Last date that either Genesys or customer posted an update
- 9 **Contact Name:** Designated Contact who opened the Feature Request

# My Support: Managing Your My Support Profile



Manage your My Support Profile including level of access, password changes and opening/managing Admin Cases when you have issues with your My Support login or the My Support menu views.





# My Support: Managing Your My Support Profile

GENESYS™ | My Support

My Cases Dashboard Announcements

Welcome

### Contact Information

IVR Code / PIN	892389		
Salutation	--None--	Address 1	
First Name		Address 2	
Middle Name		Zip Code	
Last Name		City	
Employer		State/Province	--None--
Email		Country	United States
Alternate Email		Mobile Phone	
Preferred Method	Email	Contact Phone	
Preferred Language	English	Fax	

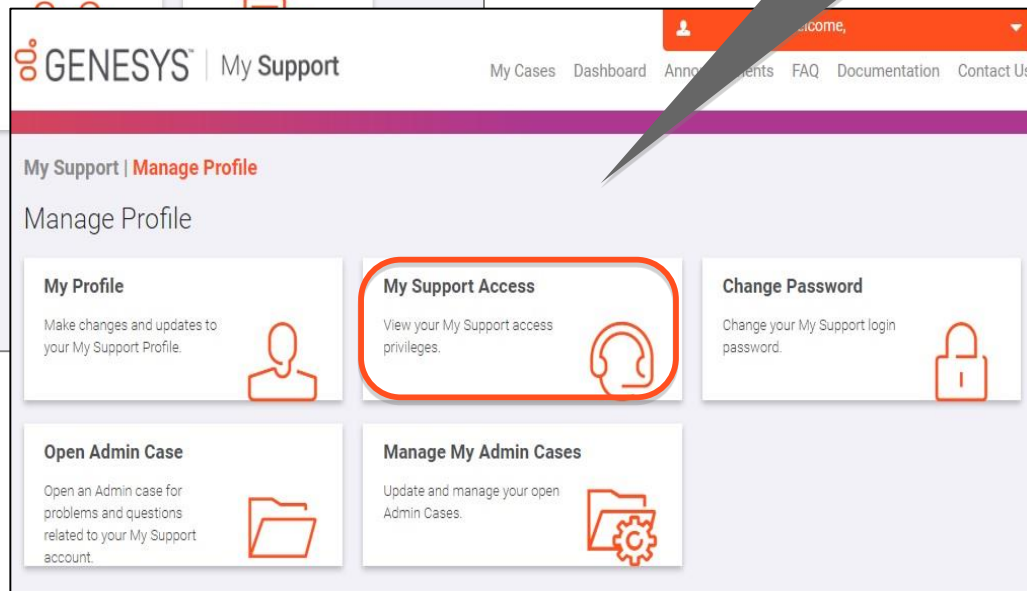
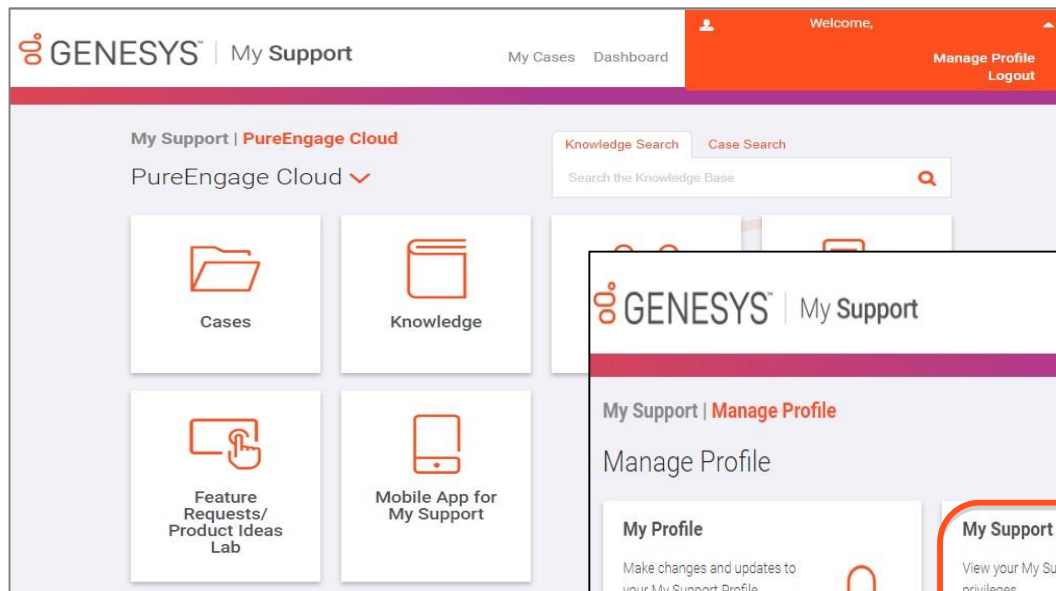
**Update Contact Info** Return

**Location of PIN number (required when installing the Genesys Care Mobile App)**

**If you update your profile, select Update Contact Info before exiting**



# My Support: Viewing Your Support Access

Select 'My Support Access' to view your access privileges



# My Support: Viewing Your My Support Access

**My Support Access** displays the access levels for all users at your organization

 | My Support Welcome,  [Welcome](#)

[My Cases](#) [Dashboard](#) [Announcements](#) [FAQ](#) [Documentation](#) [Contact Us](#)

---

My Support Access - On-Premises Licenses

Access Level	End User Account	End User Location	Sold To Account	Sold To Location	Product Line	Contract Status	
Read/Write	Genesys Customer Care Platform	Daly City,	Genesys Customer Care Platform	Daly City,	PureConnect On Premise	Active	<a href="#">Service Contracts</a>

If you would like additional access, please complete the form below.

Types of Access  
READ/ONLY = View case information linked to your Company/Partner, Knowledge Base, Genesys Community, Documentation.  
READ/WRITE = Create/View/Manage case information linked to your Company/Partner, Software Downloads, Knowledge Base, Genesys Community, Documentation.

Access level being requested  
 Read/Only  Read/Write

Please specify which Genesys product line you need the access for. **This is especially important for your access setup if your company uses multiple product lines.**

- PureEngage On-Premises
- PureEngage Cloud (including Outbound Engagement, legacy Premier Edition and Enterprise Edition)
- PureConnect On-Premises (formerly known as Interactive Intelligence CIC)
- PureConnect Cloud (formerly known as Interactive Intelligence CaaS)
- PureCloud

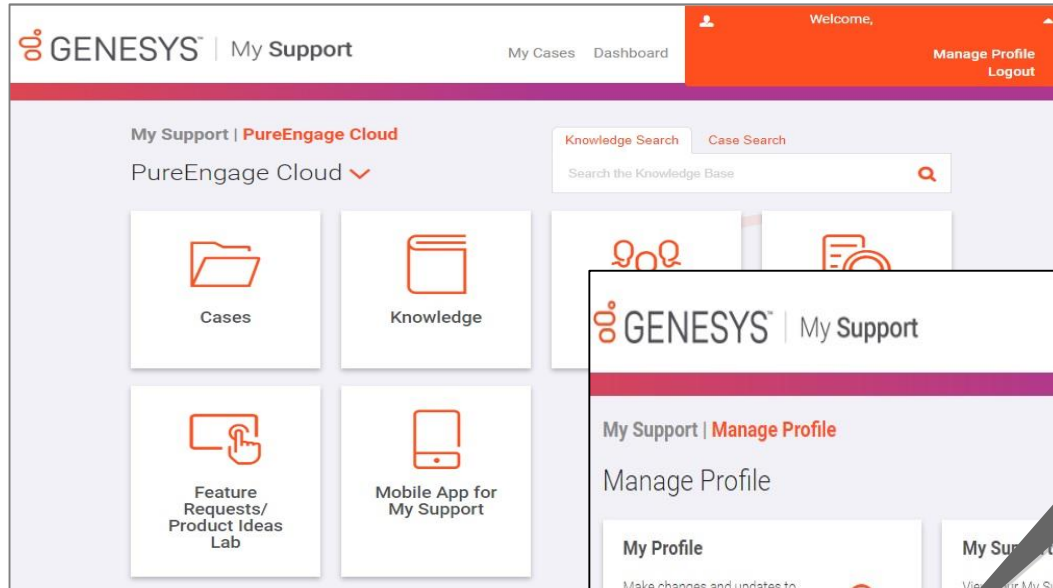
To request access for additional accounts, please provide either Customer/Account info or Existing Contacts on those accounts, or both.

Company/Partner Combinations (End User/Sold To)

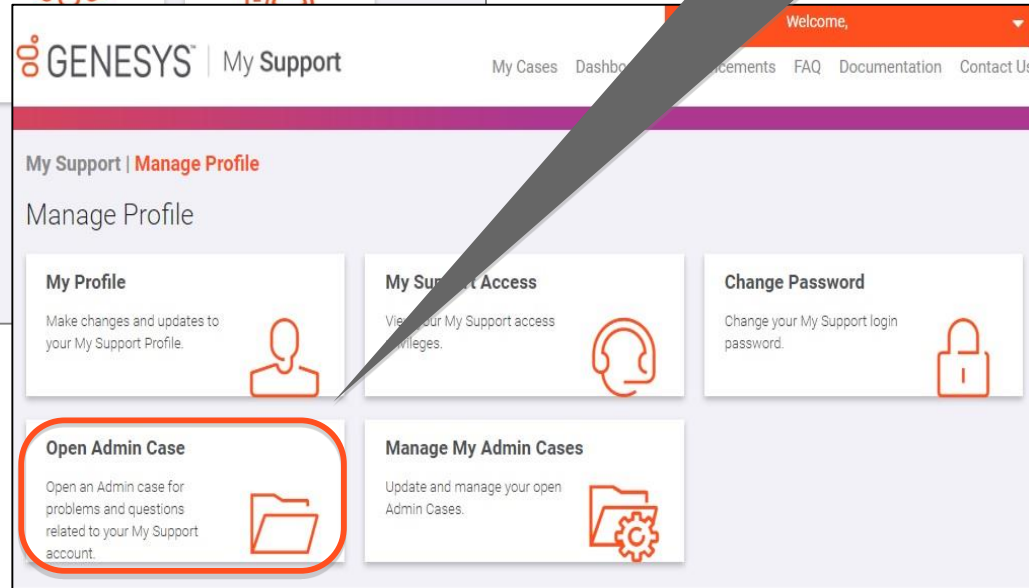
Existing Contacts

By submitting this form you accept the Genesys Care Contact [Terms and Conditions](#).

# My Support: Opening an Admin Case



Select 'Open Admin Case' for questions and issues related to My Support Portal problems and requests



# My Support: Opening an Admin Case

As a reminder, Open a Support Case or Service Request for problems with your Genesys Cloud Service

GENESYS™ | My Support

Welcome, PureEngageCloud Readwrite Cust

My Cases Dashboard Announcements FAQ Documentation Contact Us

New Admin Case

Subject

Description

Business Impact

Priority 4-Low

Case Sub Type

Date Needed

Date Justification

Save Cancel

Select the problem or question you are experiencing with My Support.

# Case Escalation

If you are dissatisfied with the handling of your Case:

- Please know your assigned Case number.
- Call Customer Care and ask to speak with the Customer Care Manager and advise them of your concerns.

Global phone numbers: [www.genesys.com/customer-care/contact-us](http://www.genesys.com/customer-care/contact-us)

# Appendix

Support Case Priority, Status, and Process

# Case Priority Level Criteria

The assigned severity level for a problem may be mutually re-determined by both parties during the problem resolution process, but Genesys shall have the final authority as to the actual designation.

<b>CRITICAL</b>	A severe impact or degradation to Customer's business operations caused by intermittent disruption of Genesys Cloud Service.
<b>HIGH</b>	Genesys Cloud Service is available and operational; moderate impact to Customer's business operations.
<b>MEDIUM</b>	Genesys Cloud Service is available and operational; nominal and immaterial adverse impact to Customer's business operations.
<b>LOW</b>	Genesys Cloud Service is available and operational; no impact to Customer's business operations or Customer requires information or assistance on the Genesys Cloud Service capabilities or configuration.



# Definitions for Case Handling

Terms used in the cloud support service level target tables:

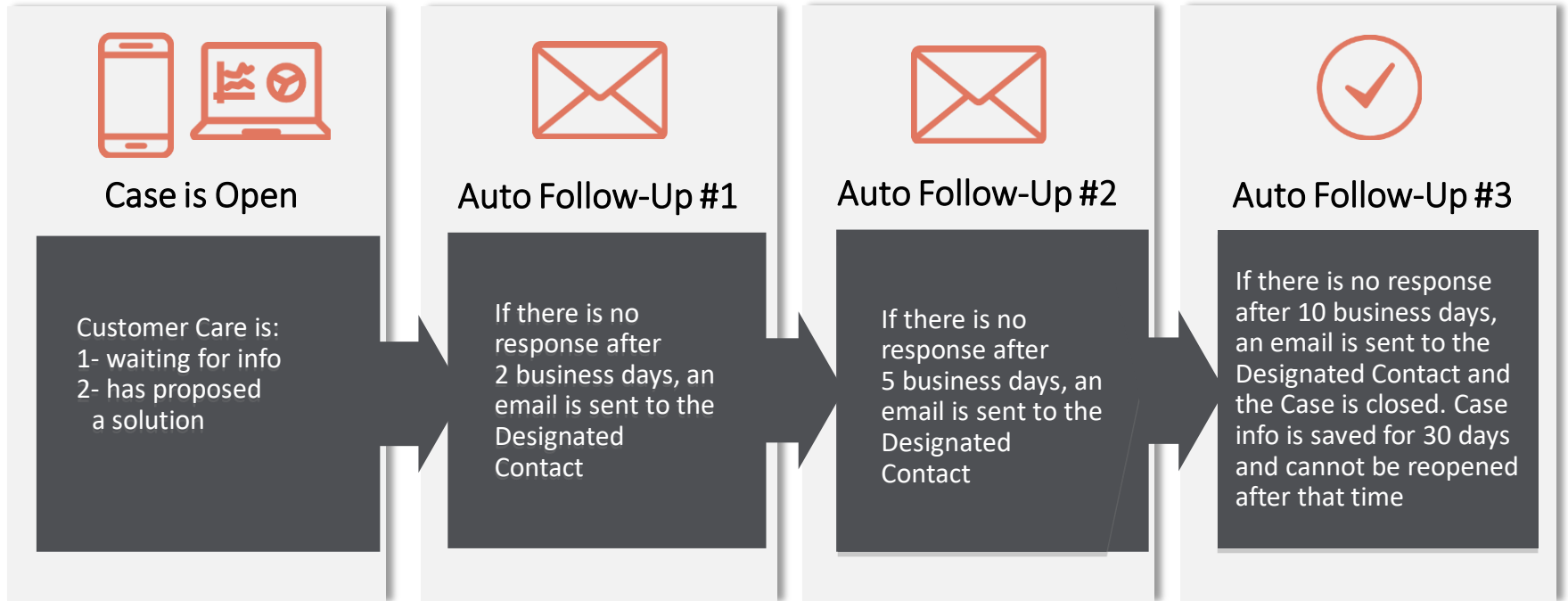
- **Response Target** – Initial response to Customer after the Case has been submitted.
- **Restoration Target** – The time in which Genesys makes reasonable efforts to generally return a Genesys Cloud Service to active or implement an effective workaround for 95% of related issues. Restoration Targets may not neutralize the root cause of the issue, but are designed to minimize customer downtime.
- **Resolution Target** – The elapsed time between when a Case is logged and when Genesys makes reasonable efforts to provides Customer with a solution or workaround to the root cause of the issue.

Note: Service level targets apply to Support Cases and Incidents only

# Case Handling Process



# Automated Follow-Ups



- Applies to all Cases.
- Helps our Designated Contacts manage open Cases awaiting additional information so that Genesys Customer Care can speed the time to issue resolution.

Visit [www.genesys.com](http://www.genesys.com) or call +1.855.821.0932 for more information



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