



# Genesys PureCloud

My Support Information Guide

*Updated February 2019*

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# 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.
- You must also be a Designated Contact to Open Cases. Please visit our [PureCloud Customer Care](#) for more information.
- Please refer to the [PureCloud Resource Center](#) for additional content.

# 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 PureCloud	Submit a Support Case in <a href="#">My Support</a> *
Report a severe impact or degradation to business operations caused by intermittent disruption of PureCloud (Critical Case priority level)	Submit a Support Case in <a href="#">My Support</a> with a High priority level – then call <a href="#">PureCloud Customer Care</a> for immediate evaluation*
You have purchased <a href="#">Enhanced Professional Support</a> and have an issue	Call <a href="#">PureCloud Customer Care</a>
Request My Support access level change and other actions regarding my account	Login to <a href="#">My Support</a> and select My Support Access under the My Support Management section at the bottom left
Changes with My Support contacts such as updates to email address or phone numbers	Login to <a href="#">My Support</a> and select My Profile under the My Support Management section at the bottom left
My Support functionality issues	Submit an Admin Case in <a href="#">My Support</a> in the My Support Management section
File upload/download issues when using 'File Transfer' function	

Problems with My Support login	<a href="mailto:customercare@genesys.com">Email Customer Care</a> <a href="mailto:customercare@genesys.com">customercare@genesys.com</a>
Information required for product pricing or a quotation	
You have anticipated application or product additions	
Changes regarding the status of your Genesys account	Contact your PureCloud Customer Success Manager (CSM)
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> .
Change Requests (move, add, change and deletes)	Contact your Customer Success Manager
Reset your PureCloud login password	Submit a Case (Service Request) in <a href="#">My Support</a>

**\*Phone support is only available for Critical (emergency) issues. Please do not call PureCloud Support to open a non-critical Case.**

# 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](#)

Have Questions? [View Now](#)

View our FAQ page [View Now](#)

Product Documentation

PureCloud PureConnect PureEngage

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

My Support Login

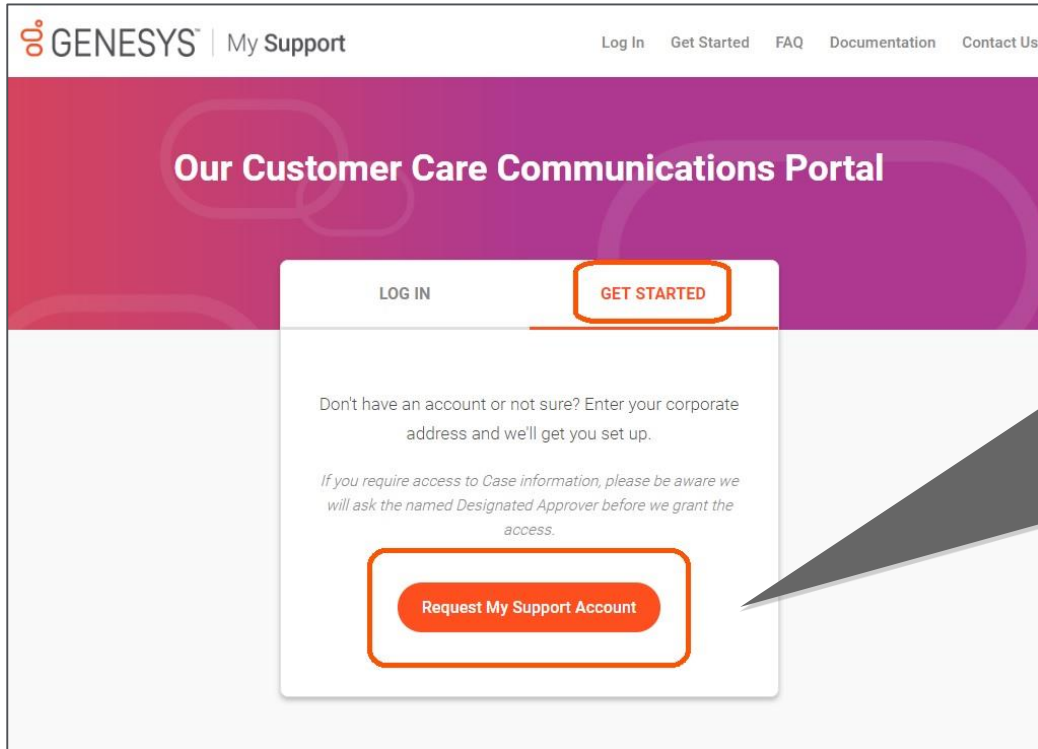
## Login to My Support:

- To Open a Support Case
- To Update/Manage Open Support Cases
- Access Product Documentation
- See Customer Care News and Product Advisories
- To manage your My Support profile and access privileges

## 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

The screenshot displays the 'My Support' dashboard interface. At the top, there is a navigation bar with the Genesys logo and 'My Support' text. To the right, a user profile icon is shown with the text 'Welcome,'. Below this, a secondary navigation bar contains links for 'My Cases', 'Dashboard', 'Announcements', 'FAQ', and 'Documents'. A prominent orange button labeled 'Continue to your Dashboard >' is positioned above the main content area. The main content is titled 'Recent Announcements:' and is divided into three columns: 'Security Advisories & Support', 'Tech Tutorials', and 'News & Events'. Each column lists recent updates with dates and brief descriptions.

GENESYS | My Support

Welcome,

My Cases Dashboard Announcements FAQ Documents

Continue to your Dashboard >

Recent Announcements:

**Security Advisories & Support**

- January 17, 2019  
**Product Advisory: Genesys Support for Java**  
PureConnect, PureEngage
- January 17, 2019  
**Security Advisory: Security related improvements and general recommendations: Genesys Chat Server, Genesys Web API Server and Genesys SpeechMiner**  
PureEngage
- December 11, 2018

**Tech Tutorials**

- February, 2019  
Tech Tutorial #117 presented by the Reporting and Analytics Product Support Group  
Tutorial Topic and Date TBD.  
**Click [here](#) to register for Tech Tutorial #117.**  
PureEngage
- February, 2019  
Tech Tutorial #116 presented by the Telephony Product Support Group  
Tutorial Title : Interaction-Less Routing Using ORS

**News & Events**

- December 11, 2018  
**End of Support For PureConnect Interaction Edge – November 1, 2019**  
PureConnect
- December 11, 2018  
**PureCloud Customer Care Announces Move to Skill Teams**  
PureCloud
- November 20, 2018  
**NEW secure method for Customer Care to access customer PureCloud Orgs**

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

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



# My Support: Dashboard

Access many **My Support** features from the Home page.

GENESYS™ | My Support

Welcome, !

My Cases Dashboard Announcements FAQ Documentation Contact Us

My Support | PureCloud

PureCloud ^

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

Knowledge Search

Search the Knowledge Base

Resource Center

Developer Forum

Community

Feature Requests/  
Product Ideas Lab

Mobile App for  
My Support

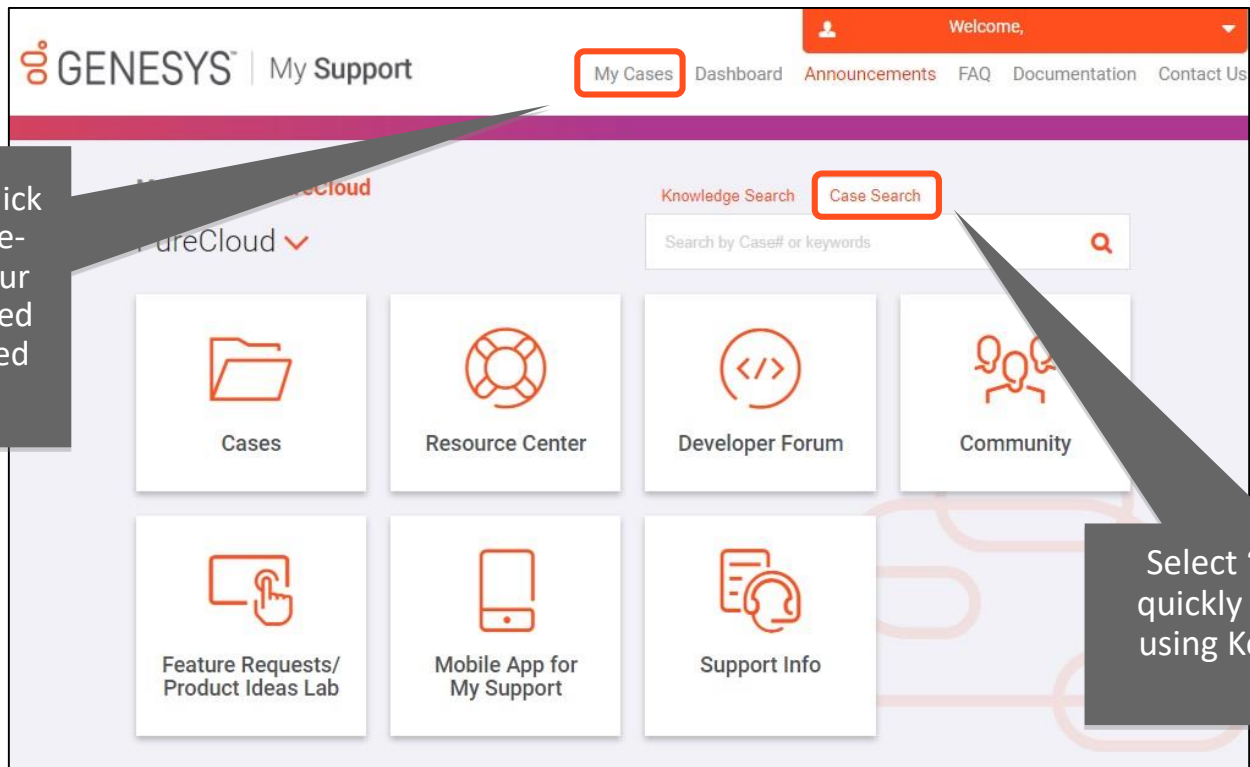
Support Info

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 Home Page. The Quick Links displayed will depend on your level of Support Access.

# My Support: Dashboard

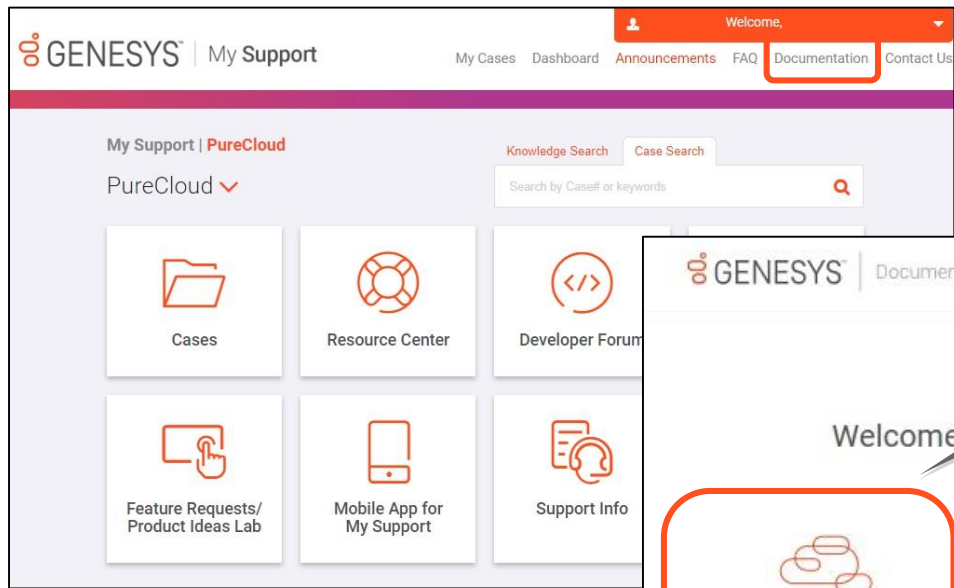
Access many **My Support** features from the Home page.



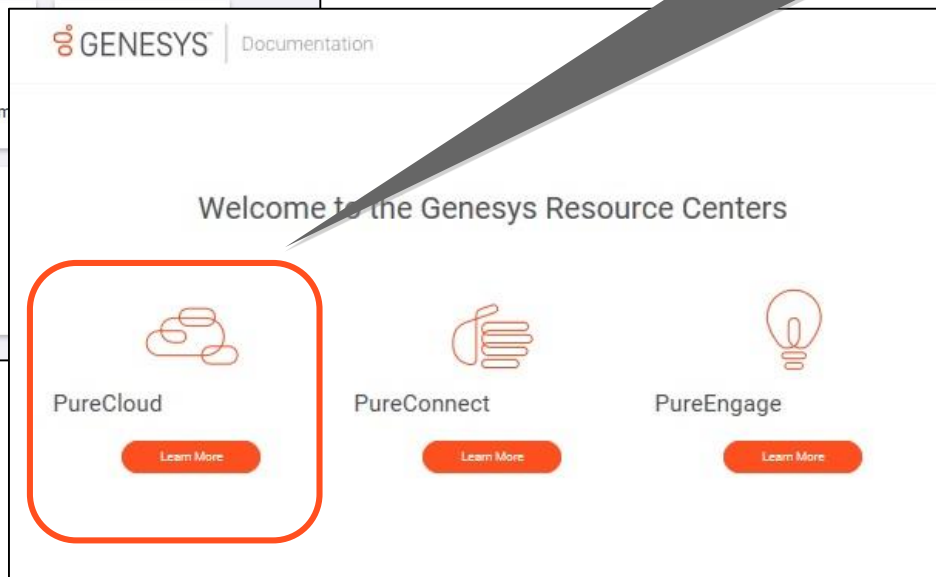
The 'My Cases' quick link gives you one-click access to your current Non-Closed Cases consolidated on one page

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

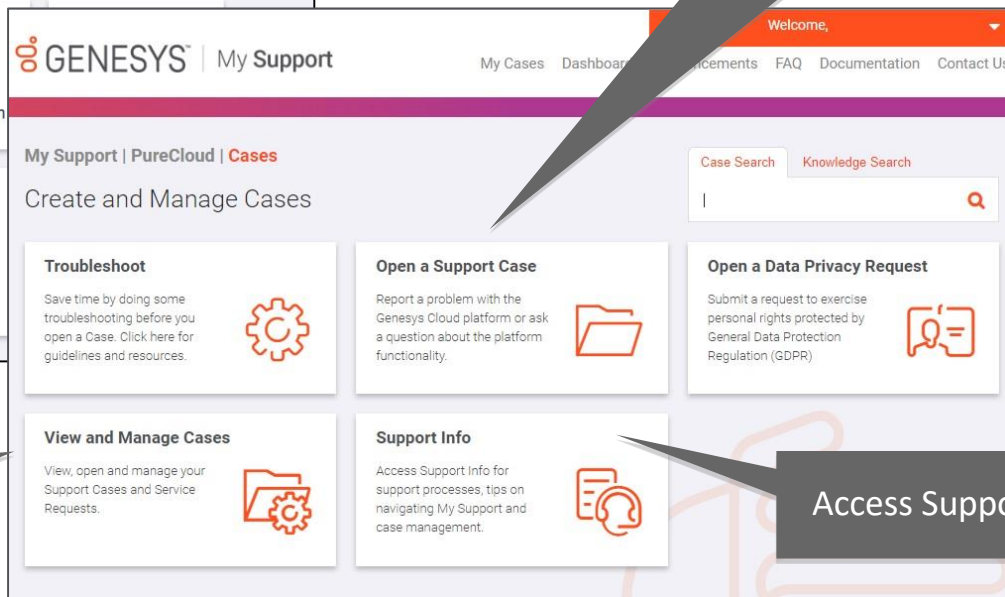
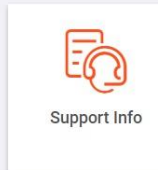
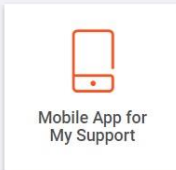
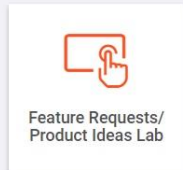
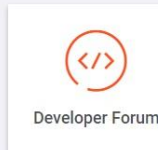
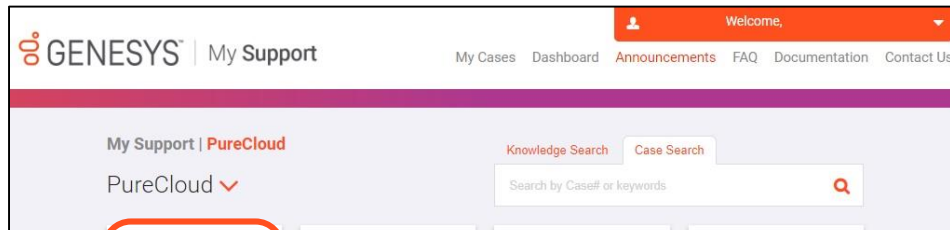
# My Support: Dashboard



The PureCloud Resource Center is where you can explore our education courses and webinars, visit our new users home, and learn about features, support, apps, and billing information.



# My Support: Dashboard

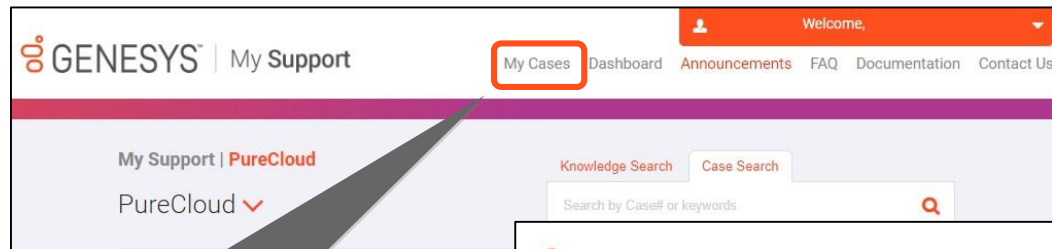


Open a New Support Case

View and Manage Cases

Access Support Info

# My Support: My Cases



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



Source Center



Feature Requests/  
Product Ideas Lab



Mobile App for  
My Support

The screenshot shows the 'My Non-Closed Cases' section of the My Support portal. It displays a table with columns for Case Number, Case Type, and Subject. A red bracket highlights the first five rows of the table. Below the table is a 'Show More' link. The status of the cases is shown as 'Open' with a timestamp of '8/10/2018 5:08 PM'.

Case Number	Case Type	Subject
<a href="#">0002332827</a>	Admin	
<a href="#">0002332727</a>	Support	
<a href="#">0001845436</a>	Support	
<a href="#">0002332828</a>	Service	
<a href="#">0002332911</a>	Support	

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

# Genesys Care Mobile App

## Mobile App Features

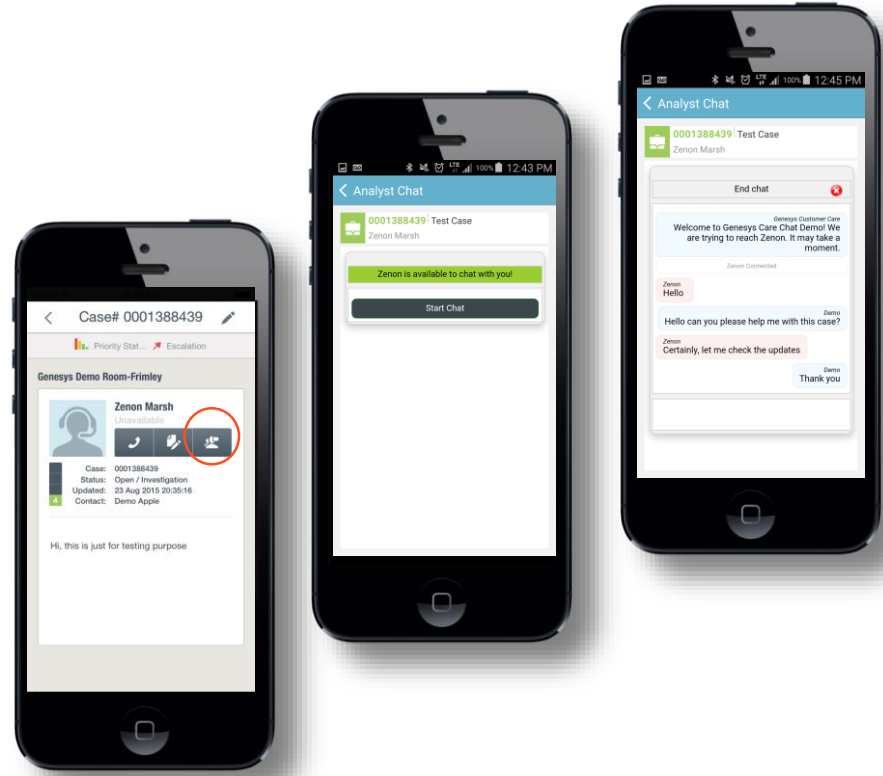
- iOS and Android
- Review your open Cases, including all public case updates
- Post updates to your Cases
- Request Case closure
- Receive alarm notifications and view alarm data\*



# Genesys Care Mobile App

## Supports Chat

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

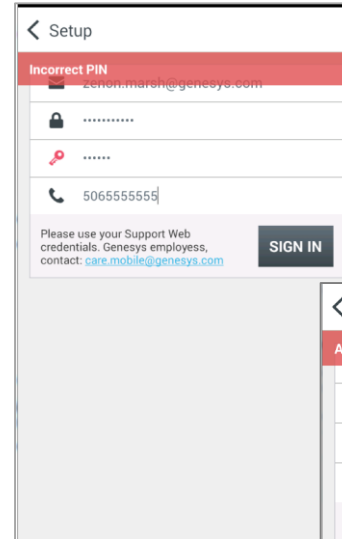


# Genesys Care Mobile App

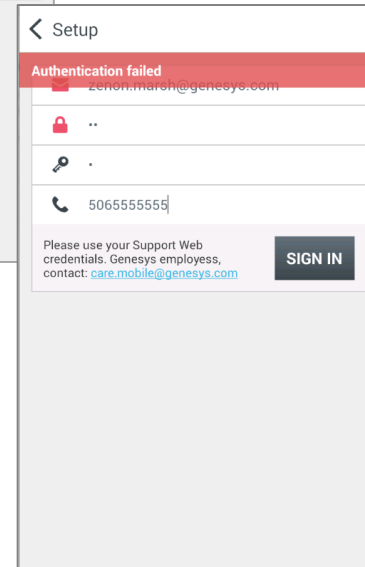
## Mobile App Setup

- 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 MySupport 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)

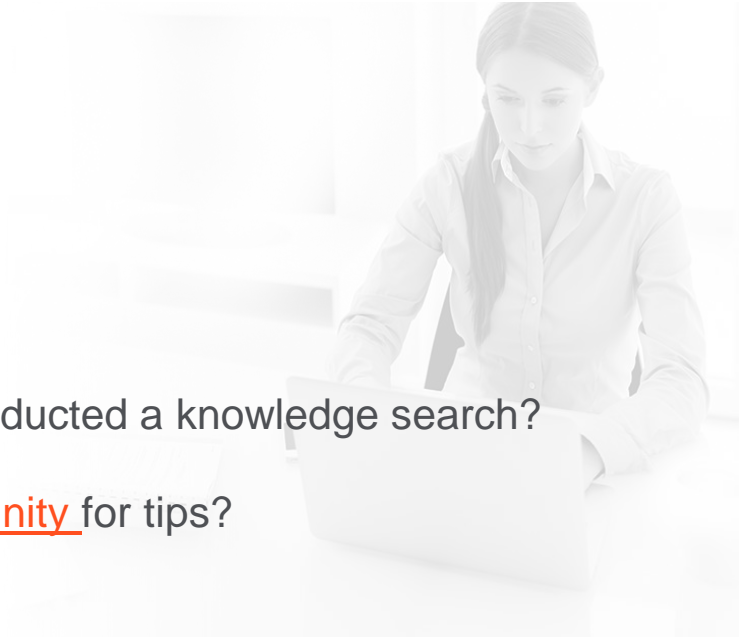




# Tips: What to Check before Opening a Case

If you have a support **question**:

- Have you browsed the [PureCloud Resource Center](#)?
- Did you read the [PureCloud FAQs](#)?
- Have you looked at available [PureCloud Articles](#) or conducted a knowledge search?
- Have you searched or engaged the [PureCloud Community](#) for tips?



# Tips: What to Check before Opening a Case

If you are experiencing a **problem**:

Conduct these quick troubleshooting actions:

- Refresh the browser or desktop app.
- Log out and back in.
- Clear the browser cache and refresh again.
- Verify that the problem occurs on another workstation.
- Verify that the problem occurs for another user.
- Turn the workstation off and on again.

If the **problem still exists**, ask yourself these additional questions and provide what information you can when you submit a support case:

- 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?

# My Support: Opening a Support Case

The screenshot displays the Genesys My Support dashboard. At the top, there is a navigation bar with the Genesys logo and 'My Support' text. To the right, a user profile dropdown shows 'Welcome,'. Below the navigation bar, there are links for 'My Cases', 'Dashboard', 'Announcements', 'FAQ', 'Documentation', and 'Contact Us'. The main content area is titled 'My Support | PureCloud | Cases' and 'Create and Manage Cases'. It features five cards: 'Troubleshoot' (with a gear icon), 'Open a Support Case' (with a folder icon, highlighted by a callout), 'Open a Data Privacy Request' (with a person and document icon), 'View and Manage Cases' (with a folder and gear icon), and 'Support Info' (with a document and person icon). A search bar with 'Case Search' and 'Knowledge Search' tabs is located at the top right of the main content area.

Begin by selecting  
'Open a Support Case'

Note: Also make this selection to submit  
technical questions

# My Support: Opening a Support Case

Cloud Support Case

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

Cloud Deployment

Account: Genesys - Cloud Operations Team

Cloud Service

For Cloud Deployment, select your company or business unit.

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

Defaults to PureCloud

# My Support: Opening a Support Case

Cloud Support Case

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

Cloud Deployment Your Company Cloud Service PureCloud

Case Sub Type **None--** Question Problem

Implementation Stage

Priority **4-Low**

Security Threat

Subject

Description

Business Impact

# of Agents/Ports Affected

External Ref #

Save Cancel

For your Support Case, select one of these Case Sub Types:

## Problem

- Problem with the operation of Genesys Cloud Products in production

## Question

- General question regarding your Cloud Product

# My Support: Opening a Support Case

Cloud Support Case

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

Cloud Deployment **Your Company** Cloud Service **PureCloud**

Case Sub Type **Problem** Priority **4-Low**

Implementation Stage **Production** Security Threat

UAT

Subject

Description

Business Impact

# of Agents/Ports Affected

External Ref #

**Save** **Cancel**

Select 'Production' for Implementation Stage

# My Support: Opening a Support Case

Cloud Support Case

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

Cloud Deployment: Your Company

Cloud Service: PureCloud

Case Sub Type: Problem

Priority: 4-Low

Implementation Stage: Production

Security Threat

Subject

Description

Business Impact

# of Agents/Ports Affected

External Ref #

Save Cancel

Visit PureCloud [Service Level Agreements](#) for Case Priority Definitions

Select the Case 'Priority' level for your Support Case:

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

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

# My Support: Managing Your Support Cases

The screenshot displays the Genesys My Support web interface. At the top, there is a navigation bar with the Genesys logo and 'My Support' text, followed by links for 'My Cases', 'Dashboard', 'Announcements', 'FAQ', 'Documentation', and 'Contact Us'. A user profile dropdown shows 'Welcome,'. Below the navigation bar, the main content area is titled 'My Support | PureCloud | Cases' and 'Create and Manage Cases'. On the right side, there are search bars for 'Case Search' and 'Knowledge Search'. The main content area features six cards: 'Troubleshoot' (with a gear icon), 'Open a Support Case' (with a folder icon), 'Open a Data Privacy Request' (with a speech bubble icon), 'View and Manage Cases' (with a folder and gear icon, highlighted with a red border), and 'Support Info' (with a speech bubble icon). A dark grey speech bubble on the left points to the 'View and Manage Cases' card.

Select 'View and Manage Cases'



# My Support: Managing Your Support Cases

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,'. Below the navigation bar, there is a section for 'My Support | PureCloud | Cases'. On the left, a dropdown menu is open, showing options like 'My Cases - All Non-Closed', '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'. The 'My Cases - All Non-Closed' option is selected. To the right of the dropdown, there is a 'Cloud Account/Deployment' dropdown set to 'Your Company'. Below these, there is a table of support cases with columns: Account/Depl., Status, Priority, Cloud Service, Date Opened, Date Modified, and Contact Name. The table contains two rows of data. An export button (a green square with a white document icon) is located to the right of the table. A callout box points to this button with the text: 'Export Support Cases into an Excel file (note: will export the filtered Case view as seen on your screen)'. Another callout box points to the dropdown menu with the text: 'Filter your Case view'.

Account/Depl.	Status	Priority	Cloud Service	Date Opened	Date Modified	Contact Name
	Open	4-Low		8/11/2018	8/11/2018	
	Open	3-Medium		8/7/2018	8/7/2018	

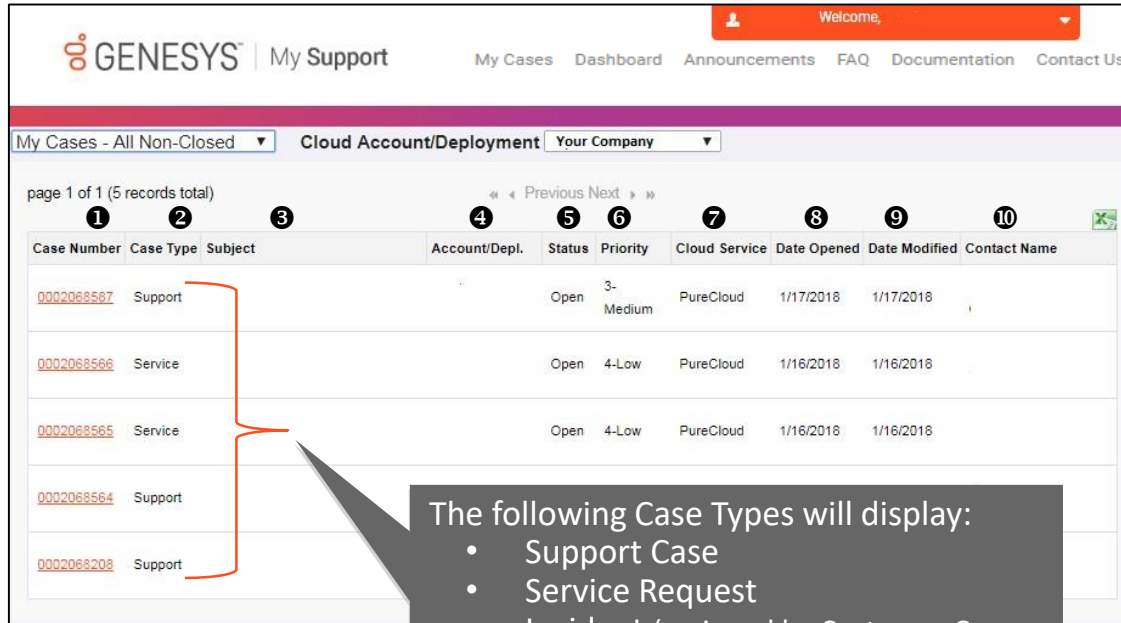
Filter your Case view

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

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

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

# My Support: Managing Your Support Cases



GENESYS™ | My Support

Welcome, [User]

My Cases Dashboard Announcements FAQ Documentation Contact Us

My Cases - All Non-Closed Cloud Account/Deployment Your Company

page 1 of 1 (5 records total)

Case Number	Case Type	Subject	Account/Depl.	Status	Priority	Cloud Service	Date Opened	Date Modified	Contact Name
0002068587	Support			Open	3-Medium	PureCloud	1/17/2018	1/17/2018	
0002068566	Service			Open	4-Low	PureCloud	1/16/2018	1/16/2018	
0002068565	Service			Open	4-Low	PureCloud	1/16/2018	1/16/2018	
0002068564	Support								
0002068208	Support								

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 16
- 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 Support Cases

The screenshot displays the GENESYS My Support interface for a specific case. At the top, the GENESYS logo and 'My Support' text are visible, along with navigation links for 'My Cases', 'Dashboard', 'Announcements', 'FAQ', 'Documentation', and 'Contact Us'. A user profile bar at the top right shows 'Welcome, [User Name]'. The main content area features a case icon and ID '0002068566'. Below this is a 'Status Summary' section with four buttons: 'Post Update', 'Close Case', 'Transfer Files', and 'Request Chat'. A table below the buttons shows 'Status: Open', 'Sub Status: New', 'Priority: 1 Low', and 'Case Owner'. The 'Case Details' section includes a 'Subject' field with the text 'Addition of new C... ser' and an 'Impact' field. At the bottom, there are fields for 'Business Impact: New Users' and 'External Ref #'. A metadata table at the bottom right shows 'Date/Time Opened: 1/16/2018 8:25 AM' and 'Last Modified Date: 1/16/2018 8:25 AM'. Three callout boxes provide instructions: one points to 'Post Update' with the text 'Select 'Post Update' and Case status automatically changes from 'Awaiting Info' to 'Open - Customer Responded''; another points to 'Close Case' with the text 'Close a Case (no need to email/call Customer Care)'; and a third points to 'Transfer Files' with the text 'Upload files that may be needed to help resolve the Case'.

Case 0002068566

Status Summary

Post Update Close Case Transfer Files Request Chat

Status Open  
Sub Status New  
Priority 1 Low  
Case Owner

Case Details

Subject Addition of new C... ser  
Impact

Business Impact New Users  
External Ref #

Date/Time Opened 1/16/2018 8:25 AM  
Last Modified Date 1/16/2018 8:25 AM

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)

Upload files that may be needed to help resolve the Case

# My Support: Managing Your Support Cases

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]'. Below the navigation, the case number '0002068566' is displayed. A 'Status Summary' section contains four buttons: 'Post Update', 'Close Case', 'Transfer Files', and 'Request Chat'. The 'Request Chat' button is highlighted with a callout box. Below this is a table with case metadata: Status (Open), Sub Status (New), Priority (4-Low), and Case Owner. The 'Case Details' section follows, containing a table with fields like Subject, Description, Implementation Stage, Contact Name, Cloud Account/Deployment, Cloud Service, Business Impact, Case Type, Case Sub Type, Date/Time Opened, and Last Modified Date.

Status Summary	
Status	Open
Sub Status	New
Priority	4-Low
Case Owner	

Case Details	
Subject	Addition of new Cloud Platform User
Description	Please add the following to our Cloud Platform: Txxxxxx Vxxxxx Kxxxxxx Jxxxxx
Implementation Stage	Production
Case Type	Cloud Service Request
Contact Name	
Case Sub Type	Add/Remove Access
Cloud Account/Deployment	
Cloud Service	Call Routing
Date/Time Opened	1/16/2018 8:25 AM
Last Modified Date	1/16/2018 8:25 AM
Business Impact	New Users
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

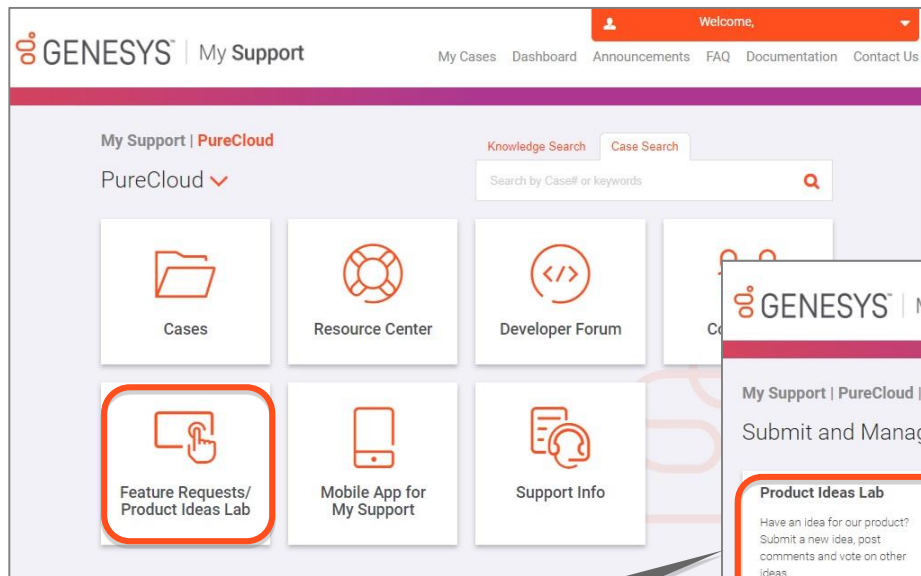
# My Support: Re-opening a Closed Case

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 bar at the top right says 'Welcome, [User Name]'. The main content area is titled 'Case 0002068563'. Below this is a 'Status Summary' section with a 'Request to Re-open' button highlighted in red. The status is 'Closed' and the sub-status is 'Cancelled'. The case is categorized as 'Problem' with a 'Medium' priority. The 'Case Owner' is listed as 'Case Owner'. Below the status summary is the 'Case Details' section, which includes the subject 'Queue Jumping', a description of the issue, and various implementation and contact details.

Field	Value
Status	Closed
Sub Status	Cancelled
Priority	Medium
Case Owner	Case Owner
Subject	Queue Jumping
Description	We have experienced several times, on the Queues Activity main page, the Waiting #'s jumping decent amounts. This goes against the number of actual calls coming in or being answered.
Implementation Stage	Production
Case Type	Cloud Support Case
Contact Name	
Case Sub Type	Problem
Cloud Account/Deployment	
Cloud Service	PureCloud
Date/Time Opened	1/16/2018 8:20 AM
Closed Date	1/16/2018 9:41 AM
Business Impact	Unreliable reporting
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 'Product Ideas Lab' for  
NEW product features

Designated Contacts are welcome to  
submit ideas for new product features

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

GENESYS | My Support

Welcome, [User]

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My Support | PureCloud | Feature Requests

Submit and Manage Feature Requests

Case Search Knowledge Search

Product Ideas Lab

Have an idea for our product?  
Submit a new idea, post  
comments and vote on other  
ideas

View and Manage Feature  
Requests

View the status of all  
submitted Feature Requests.

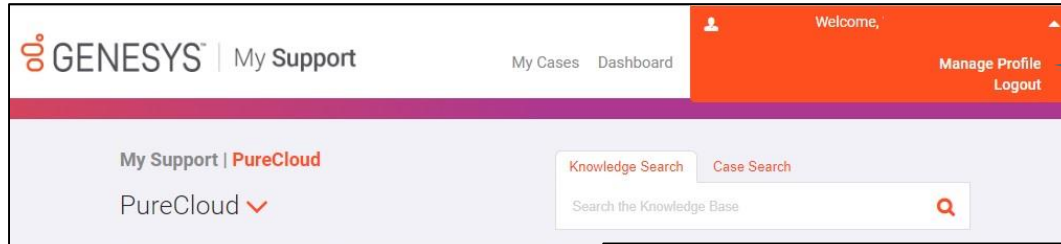
Support Info

Access Support info for  
support processes, tips on  
navigating My Support, case  
management, and user guides  
for our apps and tools.

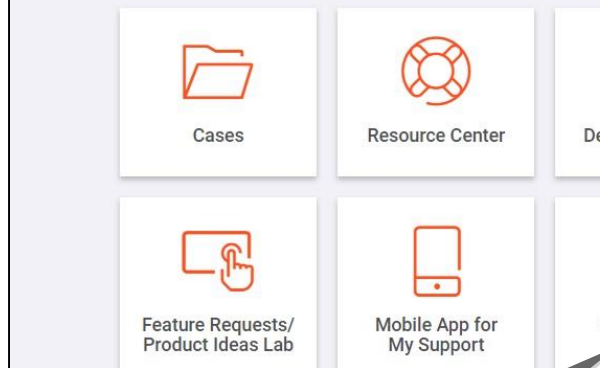
**The ability to submit Feature Requests in My Support has been turned off as of September 15th, 2018.** You can still view and manage existing Feature Requests while they are transitioning over to the new Product Ideas Lab. To submit and manage new requests, please select the "Product Ideas Lab" tile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

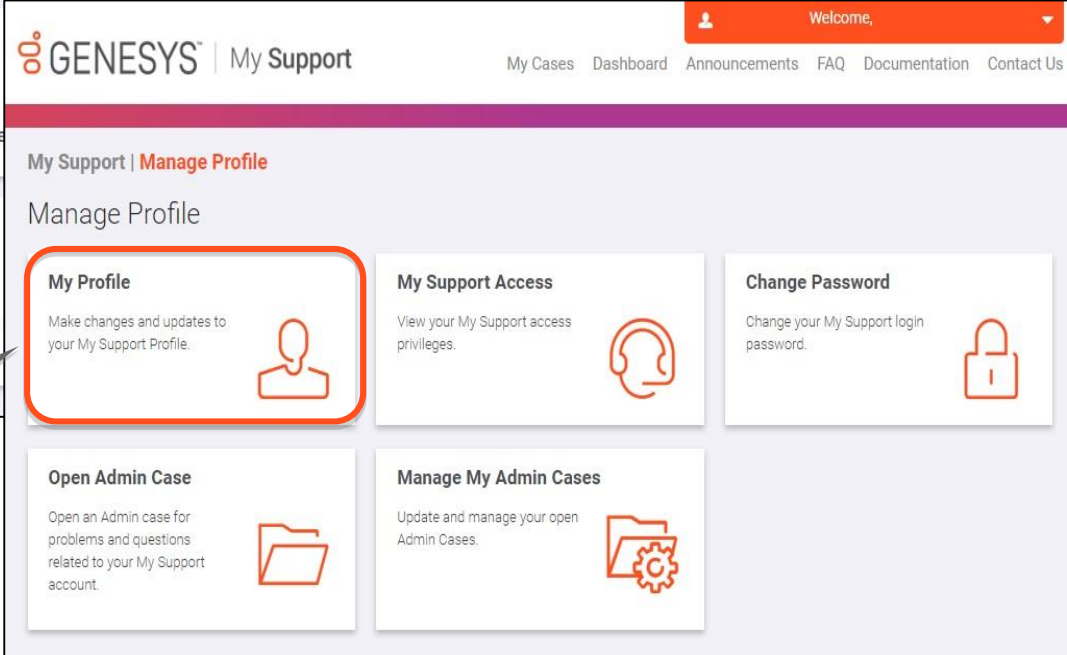
# My Support: Managing Your My Support Profile



To Manage your My Support Account, select the drop down arrow by your login name.  
Select the 'Manage Profile' Option.



Select 'My Profile' to view and update your information



# My Support: Making Changes to your My Support Profile

The screenshot shows the 'My Support' profile page. At the top, there is a navigation bar with the GENESYS logo and 'My Support' text. To the right, a user profile bar shows 'Welcome, William W. Smith - TEST' with a dropdown arrow. Below this is a menu with links: 'My Cases', 'Dashboard', 'Announcements', 'FAQ', 'Documentation', and 'Contact Us'. The main content area is titled 'Contact Information' and contains a form with the following fields:

IVR Code / PIN	1234		
Salutation	Mr.	Address 1	<input type="text"/>
First Name	<input type="text"/>	Address 2	<input type="text"/>
Middle Name	<input type="text"/>	Zip Code	<input type="text"/>
Last Name	<input type="text"/>	City	<input type="text"/>
Employer	<input type="text"/>	State/Province	<input type="text"/>
Email	<input type="text"/>	Country	<input type="text"/>
Alternate Email	<input type="text"/>	Mobile Phone	<input type="text"/>
Preferred Method	Contact Phone	Contact Phone	<input type="text"/>
Preferred Language	English	Fax	<input type="text"/>

At the bottom of the form are two buttons: 'Update Contact Info' and 'Return'. A callout box points to the 'IVR Code / PIN' field with the text 'Location of your IVR Code.' Another callout box points to the 'Update Contact Info' button with the text 'If you update your profile, select 'Update Contact Info' before exiting.'

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



# My Support: Reviewing your My Support Access

The screenshot shows the 'My Support' interface. On the left, a navigation menu includes 'My Support | Manage Profile', 'Manage Profile', 'My Profile', 'Open Admin Case', and 'Manage My Admin Cases'. The 'My Support Access' section is highlighted with a red border. The main content area displays 'My Support Access - Cloud Subscriptions' with a table of access levels. Below the table, there is a form to request additional access, including sections for 'Types of Access', 'Access level being requested', and 'Please specify which Genesys product line you need the access for'. The 'Access level being requested' section has radio buttons for 'Read/Only' and 'Read/Write', with 'Read/Write' selected. The 'Please specify which Genesys product line you need the access for' section has checkboxes for 'PureEngage On-Premise', 'PureEngage Cloud', 'PureConnect On-Premise', 'PureConnect Cloud', and 'PureCloud'. The 'Existing Contacts' section has a text input field. At the bottom, there are 'Submit Request' and 'Clear Form' buttons.

Access Level	Account	Cloud Deployment	Support Package	Status
Read/Write			PureCloud Standard	Active

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-Premise
- PureEngage Cloud (including Outbound Engagement, legacy Premier Edition and Enterprise Edition)
- PureConnect On-Premise (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.

Submit Request Clear Form

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

# My Support: Opening an Admin Case

The screenshot displays the GENESYS My Support user interface. On the left sidebar, the 'Open Admin Case' button is highlighted with a red border. The main content area shows the 'New Admin Case' form with fields for Subject, Description, Business Impact, Priority (set to 4-Low), Case Sub Type (with a dropdown menu open), Date Needed, and Date Justification. The dropdown menu for Case Sub Type lists several options, with 'Log File Retrieval Service' selected. A callout box on the right side of the form contains the text: 'Select the problem or question you are experiencing with My Support.'

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

# My Support: Managing My Admin Cases

GENESYS | My Support

Welcome, [User Name]

My Cases Dashboard Announcements FAQ Documentation Contact Us

My Support | Manage Profile

Manage Profile

- My Profile**  
Make changes and updates to your My Support Profile.
- My Support Access**  
View your My Support access privileges.
- Change Password**  
Change your My Support login password.
- Open Admin Case**  
Open an Admin case for problems and questions related to your My Support account.
- Manage My Admin Cases**  
Update and manage your open Admin Cases.

Filter Admin Cases by 'My Non-Closed' and 'My Closed' Admin Cases

GENESYS | My Support

Welcome, [User Name]

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My Non-Closed Admin Cases ▼  
My Non-Closed Admin Cases  
My Closed Admin Cases

« « Previous Next » »

Case Number	Subject	Status	Priority	Date Opened	Date Modified	Contact Name
0002068600	Customer Care Portal: Support Access Request	Open	3-Medium	1/17/2018	1/17/2018	
0002068588	Removal of Support Access	Open	4-Low	1/17/2018	1/17/2018	
0002068572	Admin Case	Open	4-Low	1/16/2018	1/16/2018	

# PureCloud Case Escalation

## If you are dissatisfied with the handling of your Case:

- Please know your assigned Case number.
- Engage the Customer Care Manager or your AE/CSM for additional attention.
- To engage the Customer Care Manager, please call PureCloud Customer Care and ask to speak with the Customer Care Manager.



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