GENESYS™

Support Processes for Cloud Customers

Genesys Care/Support current

7/10/2024

Table of Contents

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 Engage cloud Solutions:

- Genesys Engage cloud (formerly Business/Enterprise Edition Cloud)

- Premier Edition (including Self-Service)

- Outbound Engagement (including Mobile Marketing)

- Social Analytics

For information regarding the following topics, please refer to the Genesys Care Support Guide for Cloud Subscriptions document. You can also access this document on the **My Support** dashboard.

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

Genesys Care for the Cloud

Support, also known as "Genesys Care for the Cloud" is focused on a Support experience through a global, live answer 7X24 Support model. Genesys offers two core Support Levels: Care for Cloud and Business Care for Cloud. An optional support add-on for Business Care for Cloud Customers (Flex-Care for Cloud) is also available. With these Support Levels, a Customer can tailor the level of Support it needs to put the power of the Genesys Customer Experience Platform to work. Support Level details and optional add-ons are summarized in Addendum A: Genesys Care for the Cloud Offerings.

Genesys Care for the Cloud Features Overview

Feature	Care for Cloud	Business Care for Cloud	Flex Care for Cloud
Web Portal Case Management	X	X	
Knowledge Base Access	X	X	
Proactive Service Advisory	X	X	
Platform and Network Monitoring	X	X	
Platform Upgrades and Updates	X	X	
7X24 Phone Support for Unlimited Case Management		X	
Defined Response Targets		X	
Mobile Device Access		X	
Technical Account Manager (TAM)			X

Cloud Contact Information

Use one of the following methods to contact Customer Care. Please remember that only **Designated Contacts** can open, update and close issues any Designated Contact has raised with Customer Care (each issue a "Case").

> ## Important
>
> Phone Support is available only when there is a **Critical issue** to report, AND at all times (7X24) for Business Care for Cloud Customers.
>
> It is recommended that **all** Customers submit **Critical Cases requiring immediate attention** using **My Support** first with a "High" priority, and then call Customer Care to raise it to "Critical" priority.
>
> Genesys recommends that you do not escalate Cases through any other contacts that you may have in the Company.

Web

My Support

Open and manage Cases by logging into the Genesys Customer Care Portal, **My Support**, using the URL http://www.genesys.com/customer-care. For instructions on using **My Support**, please refer to the **Case Management** section.

Telephone

Customer Care Telephone Numbers

Visit the Contact Us page for regional Customer Care phone numbers.

Please remember that Customer Care provides telephone Support 7x24, 365 days a year for Business Care for Cloud Customers.

Email

Emailing Customer Care

New Cases cannot be created via Email, but you can use Email or My Support (website) to update an existing Case.

You can update an Open Case by Email if you reply to an Email originated from the Case by a Genesys Customer Care representative or to an automated Case notification. An Email originated from a Case includes a special Reference ID, which ties any reply back to the Case.

My Support

My Support is our Customer Care portal that allows you to:

- Open and manage your support cases
- Search our Knowledge Base and Technical Documentation site
- Register for and view our Tech Tutorials
- Learn about current Customer Care news and announcements
- Access Genesys Care Apps and Tools

Important

For more information, log into the My Support portal.

Case Management

The Case Management section includes our support processes and recommended best practices for opening and managing support cases with Genesys Customer Care. Only Designated Contacts are allowed to create a new Case or update an existing Case. Other employees who work for Genesys direct Customers, Partners, Resellers, or End Users can request Read access to **My Support** to view Cases opened by Designated Contacts on behalf of their company. All access for End Users will require approval from the Partner.

MAC/Ds

Requests for Move/Add/Change/Delete (MAC/D)

If you are a **Business Edition** or **Enterprise Edition** Customer, you may request a change request or MAC/D through **My Support**. If you are a **Premier Edition** or **Outbound Engagement** Customer, you must make each MAC/D request through your Customer Success Manager (CSM).

If you are a **Business Edition** and **Enterprise Edition** Customer, login to **My Support** and select Open a Case, then select "Service Request." Please provide as many details as possible for the required change including use Cases, if applicable. MAC/D requests will be acknowledged within one business day and accepted or rejected within two business days.

Each MAC/D acceptance notification will include an Order and an SOW for undertaking the requested MAC/D. Orders and SOWs will require mutual execution by the applicable parties before proceeding. If the MAC/D is rejected, your CSM may work with you to modify the request and for re-submission.

Each MAC/D request will be considered complete upon email notification to you of completion.

Product Ideas Lab

Submitting an Idea for a new feature

Genesys encourages your ideas for new product features! Select the appropriate topic tab to learn more.

To submit an Idea for a new product feature, login to Genesys Knowledge Network.

Next, click on **It looks like you own, Genesys Engage**. Then, click on the **Create an Idea** button in the "Product Ideas Lab" widget to access Product Ideas homepage. From the homepage, click on **Add a Product Idea**.

Remember to please provide as many details as you can.

Idea Submission Statuses Defined

Community Review

Community Review

Upon creation, the status of the Idea will be set to "Community Review." This is where the magic happens... **you** tell **us** what you want us to build:

- You and other customers in the Community will start the conversation by voting and commenting on all Ideas submitted.
- Once an Idea has met the vote threshold, the Idea will be assigned to a Product Manager for review.

Under PM Review

Under PM Review

The Community spoke, and we are listening! Product Management and the Engineering teams are reviewing the Idea thoroughly. Upon review completion, Product Management will update the Idea status within **30 business days** to Accepted, Will Not Implement, Feature Already Exists or Currently Not Planned.

Accepted

Accepted

Great news! The Idea has been Accepted! Product Management will strategize a development plan with the Engineering teams to ensure the Idea is implemented in the next 12 months. Once that plan is finalized, the Idea status will update to In Development.

In Development

In Development

Let's do this thing! The development strategy and plan has been completed. We have a scheduled release and we are actively building out the Idea. The Idea will remain in this status until it has been Delivered however, we will be posting updates throughout the process.

Delivered

Delivered

Congratulations, the Idea is now part of the product!! Please read through the Admin Response for the Release Notes and other information on the implementation.

Will Not Implement

Will Not Implement

Thank you for participating in the innovation process at Genesys, however the Idea cannot be implemented within a reasonable amount of time or the Idea does not fit the current product roadmap. Product Management will provide additional details as an Admin Response.

Currently Not Planned

Currently Not Planned

This IS a great Idea! However, Product Management does not have resources to dedicate to this effort. Product Management will review this Idea at a later date to see if we can fit in a future roadmap.

Feature Already Exists

Feature Already Exists

We know our products can be complex at times. Product Management has identified this Idea as a feature that already exists. The Product Management team will attach documentation as an Admin Response in the Idea to help you utilize the current feature functionality.

Idea Escalation

Idea Escalation

For an escalation of an Idea that is in a status **Under PM Review** or **Will Not Implement**, please send the escalation request to Product Ideas Lab Help (IdeasLab.Help@genesys.com).

Feature Requests

Note: The ability to submit Feature Requests in My Support will be turned off Sept. 15th, 2018 however, the historical data will remain. After that date you will need to submit your request through our new Product Ideas Lab. The Product Ideas Lab is a crowdsourcing platform that allows customers to create, comment and vote on new ideas. To access the Product Ideas Lab visit https://pureengage.ideas.aha.io/ideas.

Submitting a Feature Request (FR)

Genesys welcomes your ideas for new product features. Select the appropriate topic tab to learn more.

REMINDER: Please note that you must be a Designated Contact to open a Feature Request.

To submit a request for a new feature, please select the **Feature Request** tile from My Support Home.

Select the Product Category and Product; then complete the rest of the fields. Remember to please provide as many details as you can.

To check the status and manage your Feature Requests, select the **View and Manage Feature Requests** located behind **Feature Requests** located on My Support dashboard.

CC Evaluation

Customer Care Evaluation

Upon creation, the status of the Feature Request (FR) Case will be set to "Open – Customer Care." When Customer Care receives your FR, they will perform an initial evaluation:

- If the feature already exists in your current version or in a more recent existing version, you will be given a link to the documentation for the version that provides the feature.

- If Customer Care determines that the request can be solved by a configuration change, is the result of a user error, or is caused by a product defect, a new Case of type "Support" will be created and processed further using the normal Case Management process.

- If Customer Care agrees it is a new feature, the FR will be assigned to the Product Management team for evaluation, at which time a Product Manager will be designated. The FR Status will change to "Open Product Management" and the Sub Status will change to "New" to reflect this transition.

Under Consideration

Product Management may take up to fifteen (15) business days to evaluate the Feature Request (FR) with Engineering to determine if it fits the product roadmap and could potentially be included in a future release. During this time, the FR Sub Status will be set to "Under Consideration" or "Info Required from Customer." The Product Manager will use the Case Feed within the FR or email to ask questions or provide you with updates. The Customer contact specified in the FR Case will receive an email notification whenever there is a status change or public post in the Case Feed. The Customer contact may respond to the email or in the Case Feed.

After thoroughly reviewing the Feature Request and all related information, Genesys Product Management will decide to change the Sub Status to "Planned on Roadmap", or "Committed in Development" or status "Closed."

Planned on Roadmap / Committed in Development

The Product Manager will schedule the Feature Request (FR) based on corporate strategy, feature priority, product roadmap and schedule constraints.

When the Product Manager plans the feature for a future product release, the FR Sub Status moves to "Planned on Roadmap" and the Product Manager updates the Planned Release date field of the FR. The Product Manager then has 12 months to schedule the FR for development. FR's may be re-evaluated and closed during this time.

When the Planned Release date approaches and the scope is confirmed, the FR Sub Status changes to "Committed in Development". The Product Manager has 3 months to either "Implement" the FR or reschedule the Planned Release date.

You can communicate with the Product Manager by posting in the Case Feed against the FR or replying to an email. The Product Manager will also reply to your comments or ask questions in the Case Feed section of the FR or by sending an email. Once a scheduled FR is delivered, the Product Manager will update the FR Sub Status to "Closed / Implemented" and you will receive an email notification.

FR Closed

Feature Request Closed

Feature Requests (FRs) are closed when the Product Manager, in alignment with Engineering, has made a determination that the FR will not be implemented. The Sub Status associated with the Closed FRs are: "Will not implement", "Duplicate", "Canceled" (you have the option to cancel an FR at any time), and "Other Resolution."

When an FR is closed, it will be visible to you in **My Support** for one year after closure so that you can see the Case Feed post from the Product Manager that explains the reason for closure. You may reply to the "Closed / Will Not Implement" email from the Product Manager with questions after the FR is closed. However, under normal circumstances, the decision to not implement an FR is final.

Closed FR Sub Statuses are as follows:

- If the FR is valid but cannot be implemented within a reasonable period of time or does not fit the product roadmap, the FR will be closed. You will receive an email stating that your FR status has changed to "Closed / Will Not Implement."

- If the FR is determined to be a defect or a configuration issue, there is a work-around or there is existing functionality in the product, you will receive and email stating that your FR status has changed to "Closed / Other Resolution."

- If the FR is valid and fits the product roadmap but will not be included in a current release, Product Management will include it in the queue for potential future implementation. The PM will then decide within twelve months to change the Sub Status to "Committed in Development" or "Will Not Implement". You will receive an email stating that your FR Sub Status has changed to "Closed /Planned on Roadmap."

FR Escalation

Feature Request Escalation

If there is a need to escalate while the Feature Request (FR) is in Status "Open - Customer Care," use the regular Customer Care escalation process.

For an escalation while the FR is in Status "Open - Product Management" or "Closed," please send the escalation request to Product Management Operations (PM_Operations@genesys.com).

About PDF Version

For your convenience, Customer Care offers a PDF version of this **Support Processes for Cloud Customers** document. You can access the PDF Version from the menu on the left side of this Support Processes document. Click on "PDF Version" to download. This PDF Version is provided for your convenience only, so please be aware of the following:

- We encourage you to use the online version of the **Support Processes for Cloud Customers**; the online version will always reflect the most updated content.

- Previously saved PDF Versions of this **Support Processes for Cloud Customers** may not include the most current information.

- Please read our featured news and announcements; as important updates, including changes to our Support Processes, will be posted on **My Support**.

- Please note that the PDF Version may not be a 100% percent reproduction of the on-line tool; not all formatting will convert "cleanly." For example, tables could display differently in the PDF Version than they do online.

- Embedded url or internal links will be disabled in the PDF Version.

- All proprietary rights in and to the PDF Version, including the content thereof, will be owned and retained solely by Genesys. Please do not copy or publish the PDF Version, or any version of the Support Process for Cloud Customers, or any part thereof other than as follows. Please distribute the PDF Version as confidential, only on an as-needed basis, retaining all Genesys markings.

Addendum A

Genesys Care for the Cloud Offerings

The following comprise the descriptions for **Genesys Care for Cloud**, **Genesys Business Care for Cloud** and **Genesys Flex Care for Cloud**.

<tabber>

Care for Cloud=

Genesys Care for Cloud Feature Descriptions

Care for Cloud is included with the Genesys Engage cloud Service and provides self-guided access to the Customer Care Knowledge Base, Web Portal Case submission and Cloud Service Advisories, 7X24 platform and network monitoring, and all platform upgrades and updates. Submitted Cases are reviewed during regular business hours.

FEATURES	DESCRIPTION
Web Portal Case Management	Customer Care Portal available to open and manage Cases (**My Support**).
Knowledge Base Access	Web-based tool available 7X24 leverages documents to share knowledge, answers questions, communicates best practices, and assists in the identification and resolution of known issues.
Proactive Service Advisory	E-mail communication notifications of known issues and recommended solutions. The notifications can be set to daily or weekly frequency.
Platform and Network Monitoring	7X24 monitoring of the Genesys Engage cloud Service, testing the network, circuit monitoring and Genesys Engage cloud Service performance.
Platform Maintenance and Updates	All platform maintenance and application updates are included at no extra charge. Genesys will make reasonable efforts to maintain Service integrity during the maintenance process.

|-| Business Care for Cloud=

Genesys Business Care for Cloud Feature Descriptions

Business Care for Cloud provides all the benefits included with Care for Cloud, plus the additional

Support features below, including unlimited, 7X24 phone Support for Case submission, defined response targets and access to real-time incident status via mobile devices.

FEATURES *Includes all Care for Cloud features plus*:	DESCRIPTION
7X24 Phone Support for Unlimited Case Management	Available 7X24 via phone, you have access to submit a Case or speak live to Customer Care. Using a tier-less Support model, each incoming Case is assessed for complexity and routed to an appropriate Customer Care representative to manage through restoration.
Enhanced Response Targets	Enhanced response targets are based on Case severity levels documented in the Case Management section of this document.
Mobile Device Access	The Genesys Care Mobile App provides a flexible way for communicating with Customer Care to review open Cases or post Case updates. The App can be downloaded from the iTunes Store® through mobile devices for iOS and Android™ .

Note: *iTunes Store is a trademark of Apple, Inc.; Android is a trademark of Google, Inc.*

|-| Flex Care for Cloud=

Genesys Flex Care for Cloud Feature Descriptions

Flex Care for Cloud provides an additional Support option to adopt Cloud solutions specific to your business requirements. A current subscription to Business Care for Cloud is a requirement for purchase of the Flex Care for Cloud Support option. Each Flex Care for Cloud option is available individually.

OPTIONAL OFFERINGS	DESCRIPTION
Technical Account Manager (TAM)	A designated Genesys Engage cloud business advisor that establishes and maintains an understanding of the your business goals, operations and priorities. The CXM acts as a main point of contact to drive risk mitigation and issue resolution, advise on training, and manage regular reviews to discuss open issues and project/product feature implementation planning.