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Support Processes for Cloud Customers

Addendum A

4/1/2025

Contents

- 1 Addendum A
 - 1.1 Genesys Care for the Cloud Offerings
 - 1.2 Genesys Care for Cloud Feature Descriptions
 - 1.3 Genesys Business Care for Cloud Feature Descriptions
 - 1.4 Genesys Flex Care for Cloud Feature Descriptions

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**.

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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 <i>Includes all Care for Cloud features plus:</i>	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.