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# Support Processes for Cloud Customers

Cloud Contact Information

5/6/2025

# 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.