GENESYS™

Support Processes for Cloud Customers

My Support

5/3/2025

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.