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Support Processes for Cloud Resellers

Cloud Contact Information

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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 End Users.

It is recommended that **all** End Users 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.

<tabber>

Web=

My Support

Open and manage your End User 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 End Users that are 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.