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Support Processes for Cloud Resellers

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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 Engage cloud Customer Care Support Guide** document. You can also access this document on the **My Support** Home page from the menu on the right.

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