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LDR Cheat Sheet

Collateral

12/17/2025

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Collateral

Where to find content

There are several resources available to access Genesys Care content:

Genesys Care Intranet

<https://intranet.genesys.com/display/GSC/Genesys+Care>

This is our recommended source for content. All collateral, including datasheets for external distribution and Field Positioning Guides for internal education, can be found here. In addition, the content is categorized which allows you to quickly find what you need.

Salesforce

Genesys Care content has been posted to Salesforce and can be found by searching on the tag **Genesys Care**.

Tech Docs

Our Genesys Care Support Processes information which guides users on how to interact with Customer Care, including how to open/manage/close Cases, can be found in the Tech Docs site. The information is available to customers and partners after login to My Support, the Partner Portal or Genesys Engage cloud. Employees can access the content when in a Genesys office, behind the firewall, or through VPN.

[Support Processes for On-Premises Licenses](#)

[Support Processes for Cloud Customers](#)

[Support Processes for Cloud Resellers](#)

Additional sales assistance

Genesys Care

- NA: Holli Bingham
- EMEA: Chris Reed with support from Rob Doel
- LATAM: Salvina Pluchino
- APAC: Bruce Kirkland

Genesys Care for the Cloud

- Premier Edition/Self-Service: Windsor Tanner
- Outbound Engagement with Mobile Marketing: Steve Dubrow
- Business Edition Cloud & Enterprise Edition Cloud: Dan Silver

Questions about this document?

Please contact Andrea Trozak or Jodie Paxton.