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Customer Care Mobile Application User Guide

Functionalities

5/4/2025

Functionalities

Click on the functionality sub-tabs on the sidebar to learn about them. Please refer to the table below for appropriate access to Internal/External and Partner users against each functionality.

Multicloud CX/Genesys Engage

| Features | Genesys Internal Users | Customer/End User | External - Partner |
|--|------------------------------|---|---|
| Review your Open Cases (Support, Admin) | * | * | * |
| Review all public Case Updates | * | * | * |
| Review internal Case Updates | * | | |
| Post updates to your Cases and Company Cases | * | * | * |
| Post updates/Escalation to other Company Cases | * | | |
| Request for Escalation | * | * | * |
| Request for Case Closure | | * | * |
| Review the Notifications received | * | * | * |
| Favorite an account or a case for easy follow up or notification actions. | * | * | * |
| Subscribe for Case Notifications on cases | All Cases (If subscribed) | Personal Cases & Company Cases | Personal Cases & Account Cases |
| Subscribe for whole account Notifications for Critical/High Cases and Case Escalations | All Accounts (If subscribed) | Accounts based on Support Access & Support Access Cloud | Accounts based on Support Access & Support Access Cloud |
| Forgot Password option in Login Page | | * | * |
| Bio-metric authentication support (iOS > v12.0 & Android > v9.0) | * | * | * |
| FeedBack/Contact-us/ Notification-Inbox/FAQ/ Help/Terms & Conditions | * | * | * |
| Chat with the Owner of your Support Case (or | * | * | * |

| Features | Genesys Internal Users | Customer/End User | External - Partner |
|--|-------------------------------------|--|--|
| an available agent, if the case owner is unavailable) | | | |
| Subscribe for Notifications on Cloud Incidents | All accounts that have cloud access | Accounts based on Support access cloud | Accounts based on Support access Cloud |
| View Alarms in your environment (Requires Remote Alarm Monitoring - Genesys Engage Premise only) | * | * | * |
| Subscribe for Alarm Notifications (Requires Remote Alarm Monitoring - Genesys Engage Premise only) | * | * | * |
| Settings Page the Alarm Notification have disable origin option | | * | * |

Genesys Cloud CX

| Features | Genesys Internal Users | Customer/End User | External - Partner |
|---|------------------------------|------------------------------------|------------------------------------|
| Review your Open Cases (Support, Admin) | * | * | * |
| Review all public Case Updates | * | * | * |
| Review internal Case Updates | * | | |
| Post updates to your Cases and Company Cases | * | * | * |
| Post updates/Escalation to other Company Cases | * | | |
| Request for Escalation | * | * | * |
| Request for Case Closure | | * | * |
| Review the Notifications received | * | * | * |
| Favorite an account or a case for easy follow up or notification actions. | * | * | * |
| Subscribe for Case Notifications on cases | All Cases (If subscribed) | Personal Cases & Company Cases | Personal Cases & Account Cases |
| Subscribe for whole account Notifications for | All Accounts (If subscribed) | Accounts based on Support Access & | Accounts based on Support Access & |

| Features | Genesys Internal Users | Customer/End User | External - Partner |
|--|------------------------|----------------------|----------------------|
| Critical/High Cases and Case Escalations | | Support Access Cloud | Support Access Cloud |
| Forgot Password option in Login Page | | * | * |
| Bio-metric authentication support (iOS > v12.0 & Android > v9.0) | * | * | * |
| FeedBack/Contact-us/ Notification-Inbox/FAQ/ Help/Terms & Conditions | * | * | * |
| Chat with the Owner of your Support Case (or an available agent, if the case owner is unavailable) (Genesys Engage and PureConnect Only) | | | |
| Subscribe for Notifications on Cloud Incidents | | | |
| Settings Page the Alarm Notification have disable origin option | | | |

PureConnect

| Features | Genesys Internal Users | Customer/End User | External - Partner |
|--|------------------------|-------------------|--------------------|
| Review your Open Cases (Support, Admin) | * | * | * |
| Review all public Case Updates | * | * | * |
| Review internal Case Updates | * | | |
| Post updates to your Cases and Company Cases | * | * | * |
| Post updates/Escalation to other Company Cases | * | | |
| Request for Escalation | * | * | * |
| Request for Case Closure | | * | * |
| Review the Notifications received | * | * | * |
| Favorite an account or a case for easy follow up | * | * | * |

| Features | Genesys Internal Users | Customer/End User | External - Partner |
|--|-------------------------------------|---|---|
| or notification actions. | | | |
| Subscribe for Case Notifications on cases | All Cases (If subscribed) | Personal Cases & Company Cases | Personal Cases & Account Cases |
| Subscribe for whole account Notifications for Critical/High Cases and Case Escalations | All Accounts (If subscribed) | Accounts based on Support Access & Support Access Cloud | Accounts based on Support Access & Support Access Cloud |
| Forgot Password option in Login Page | | * | * |
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| FeedBack/Contact-us/ Notification-Inbox/FAQ/ Help/Terms & Conditions | * | * | * |
| Chat with the Owner of your Support Case (or an available agent, if the case owner is unavailable) (Genesys Engage and PureConnect Only) | * | * | * |
| Subscribe for Notifications on Cloud Incidents | All accounts that have cloud access | Accounts based on Support access cloud | Accounts based on Support access Cloud |
| Settings Page the Alarm Notification have disable origin option | | | |