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Customer Care Mobile Application User Guide

Genesys Care Mobile App 2.0 Guide

12/19/2025

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The Genesys Care Mobile App 2.0 is intended to help you interact with Genesys more quickly and efficiently. After installing the Mobile App, you will be able to:

- Review your Open Cases (Support, Admin), including all public Case Updates
- Post updates to your Cases and Escalations
- Contact any of our regional Customer Care Centres
- Chat with the Owner of your Support Case (or an available agent, if the case owner is unavailable) (Multicloud CX/Genesys Engage and PureConnect)
- Request for Escalation and Case Closure
- View Alarms in your environment (Requires Remote Alarm Monitoring - Genesys Engage)
- Subscribe for notifications on your company's cases (Critical or High), new Escalations, Maintenance alerts or Cloud Incidents (Multicloud CX)
- Review the notifications received in the past 3 days
- Favorite an account or a case for easy follow up or notification actions.

Mobile App Video

[Link to video](#)

GDPR @ Genesys

Genesys is strengthening existing controls for international transfers of data. Genesys has implemented restrictions for US employee access to end customer personal data for customers hosted in the EU region. As a result of this the case details having personal information will not be visible to the US Genesys Personnel and no case related actions can be performed.