



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Support Processes for On-Premises Licenses

Cases

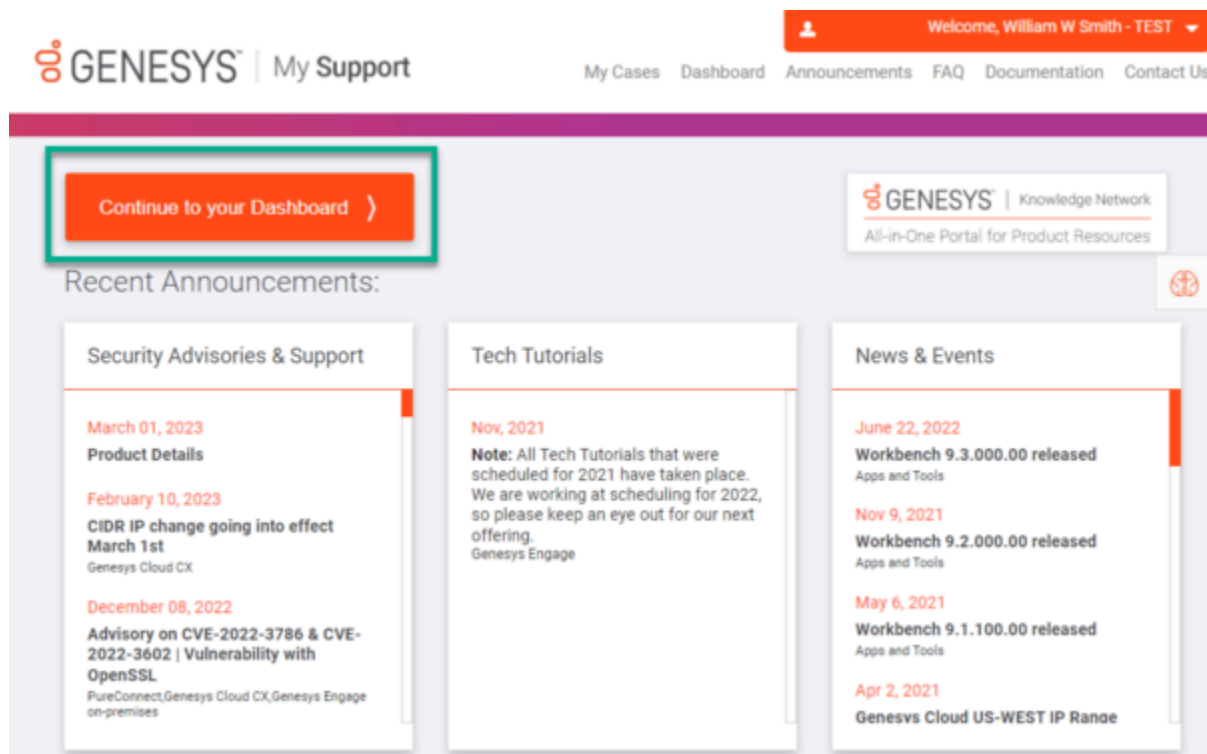
12/22/2025

# Cases

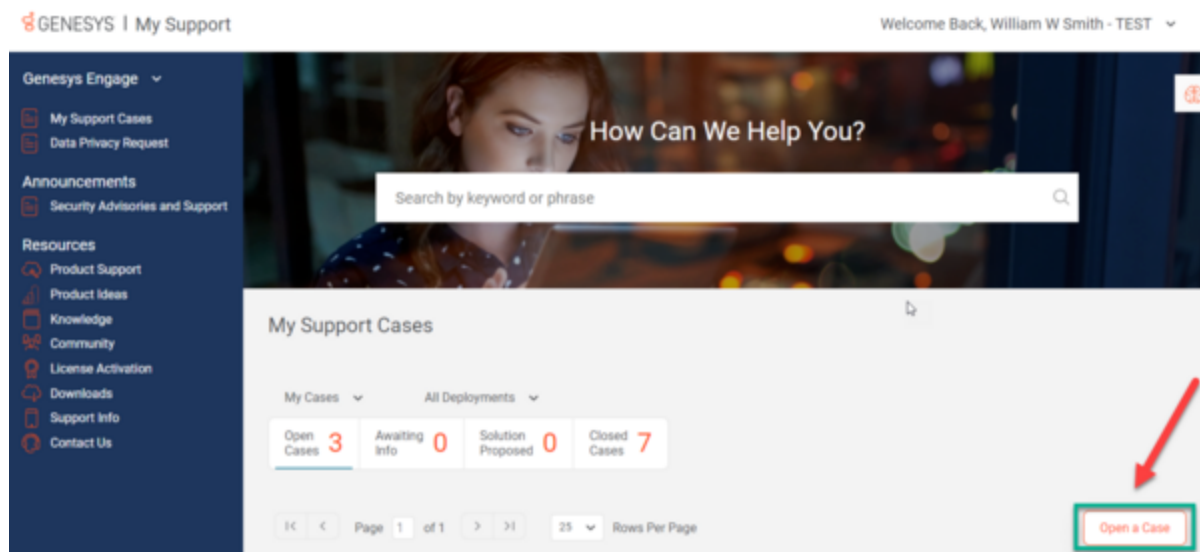
Only **Designated Contacts** are allowed to create a new Case, update/close an existing Case or reopen a Case.

Other employees who work for Genesys direct Customers, Partners, Resellers, or End Users can request Read-Only access to **My Support** to view Cases opened by Designated Contacts on behalf of their company.

1. Login to the **My Support Portal**.
2. If any announcements pop-up, click **Continue to your Dashboard**:



3. The My Support Portal will automatically open to your **My Support Cases** page. From there, click the **Open Case** button:



4. A new page will open that says, "Hi <your name>, what can we help you solve today?.", fill out the form as follows:

- **Summarize your problem or question:**

- \*There's a limit of 1000 characters

- \*Make your summary short, but as specific as possible

- **Describe your problem or question in more detail:**

- \* Add as many specific details as possible. The more information, the better.

- \* After this field, there is a small yellow circle that will fill in as you type more in the description field. After the circle, there will be the words, **Provide more details**. Once you have added a minimum of 10 words, the circle will fill in green and the words will change to "Thank you!"

- \* After the circle, there is a header that says, "Don't know what to write?" and provides a list of prompts that will help you think of details you should include in your description of your problem or question.

Hi William W, what can we help you solve today?

Summarize your problem or question

Dropped Calls 13/100

Describe your problem or question in more detail

Agents are experiencing

Keep adding details until this circle fills in completely and turns green

☐ Provide more details

▼ Don't know what to write?

What are you experiencing?  
What errors or messages are you encountering?  
What are you trying to configure?

- **Component:** Our AI will auto-select a Component based on the text of summary and description, but if it is incorrect, you can select another by selecting another Component or through **More Options**.

Component

IP TServers Universal Routing Orchestration Server More options

- Click **Next**.
- The next page, titled **These resources might help**, will present you with a selection of titles that include summaries of Knowledge Articles that may solve your problem.

\* If you click **Read more** on the tile, a pop-up will appear showing a preview of the article

### These resources might help

Suggested resources based on the issue you described

#### Calls

Are you experiencing any of the following issues? ... Contact your supervisor, Genesys administrator, or IT personnel. ... These issues are related to your organization's settings or network. ... N...

[Read more](#)

#### Agents frequently experiencing disconnect issue

Network issue between Agent's desktop and TServer ... Resolve network issues between the SIP Server and Agent Desktop application: ... Have addp coded in the agent desktop as follows to avoid short...

[Read more](#)

#### MCP intermittently warns "MPCMediaSinkDeferred::MediaTransmit() packet dropped, buffer is full" when the host has no performance issue.

MCP intermittently generates this warning for one of legs in the 3 rd party call recording call flow: ... >>> ... 2020-04-03T10:38:48.602 Std 47006 WARN 025101E8-1007FB1F 2816 08200BBA MPCMediaSink...

[Read more](#)

#### Transport exception on Trunk DN and calls are dropped

Problem/Solution Transport exception on Trunk DN and calls are dropped SIP Server does not repeat the reINVITE after the transport exception is reported and the Gateway/Trunk DN placed Service Unav...

[Read more](#)

#### Calls dropping with error storeCallflowException

Problem/Solution Calls dropping with error storeCallflowException Calls are dropping while handling the exception and found below error on MCP ... exec\_error ReferenceError: storeCallflowException...

[Read more](#)

[Previous](#) [Solution Found](#) [Continue to Case Submission](#)

Click the Read more link to view a pop-up of the full article

\* A link to the article page is included at the beginning of the pop-up

The screenshot displays the Genesys Engage interface. At the top left, there is a 'Calls' tab. A blue callout box with a red border points to a link in the top navigation bar, containing the text: 'Click the link on the top of the pop-up window to open the article in a separate tab'. The main content area shows an article titled 'Where can I get help to handle a call?'. The article text includes: 'If you end the call by hanging up your phone, Workspace cannot automatically answer your calls, and you will have to answer them yourself using your phone.' Below this, there is a screenshot of the Genesys Workspace interface showing a call management pop-up window. To the right of the screenshot, there is a list of actions: 'Look for standard responses', 'Search the knowledge base', 'Search contact and interaction history', 'Start a consultation', and 'Start a conference'. Below the list, there is a note: 'If you want to perform a warm transfer or a two-step transfer, click Consult to talk to the consultation target and then click Transfer to transfer the call.' At the bottom of the article, there is a section titled 'What other actions can I take during a call?' with a list of actions: 'Send an email or make another call', 'Update contact information', and 'Revert the call'.

\* To close the pop-up, click X near the upper-right corner of the pop-up window

\* After closing the pop-up, a message will appear in that article tile asking **"Your opinion can help others. Was this helpful?"** You can select between **Yes** or **No**. Please take the time to select one as this will help the AI learn which articles are helpful for specific inquiries.

## Calls

Are you experiencing any of the following issues? ... Contact your supervisor, Genesys administrator, or IT personnel. ... These issues are related to your organization's settings or network. ... N...

[Read more](#)

### Your opinion can help others

Was this helpful?



Yes



No

\* After reviewing possible solutions, scroll to the end of the page and click either **Solution Found** or **Continue to Case Submission**.

[Previous](#)

[Solution Found](#)

[Continue to Case Submission](#)

\* If you click **Solution Found**, a pop-up message will appear saying "**We're glad you found the answer!**", click Confirm.

\* If you click **Continue to Case Submission**, a new form will appear. Fill in the rest of the details to the best of your ability.

## How to Create Cases

1. The **Deployment, Component, Subject,** and **Description** will autofill based on the initial problem or question form.

2. Pick a **Priority** for your Case:

- **High:** You are able to perform job functions but performance is degraded or limited.
- **Medium:** Your ability to perform job functions is largely unaffected, but noncritical functions or procedures are unusable or hard to use. A workaround is available.
- **Low:** The Genesys Component is available and operational; trivial impact to your business operations or you require information or assistance on product capabilities or configuration.
  - NOTE: You may notice that Critical is not a priority option. A Critical Case is one where you are experiencing a severe problem resulting in an inability to perform a critical business function. There is no workaround. If you are experiencing a Critical problem, then submit the Case as a High priority and call Product Support phone support directly: [Phone Support](#)

3. Pick an **Implementation Stage: Production** or **UAT** (User Acceptance Testing)

4. If there is a security threat, check the **Is there a security threat?** box

5. Pick a **Case Sub Type:**

- **Question:** You don't know how to do something
- **Problem:** Something is broken or not working correctly

6. Enter details on **Business Impact:** How is this case affecting the operation of your business? Can you not do certain tasks? Is it slowing down your call center staff?

7. Enter **# of Agents Affected.**

8. Enter **External Ref #** if you have one.

9. Click **Submit.** This will take you back to the **My Support Cases** page, with a small pop-up in the upper right-hand corner, confirming that you successfully submitted your case. Your case will also appear at the beginning of the **Cases** table on the **My Support Cases** page.