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# Workbench User's Guide

[Contact Genesys Customer Care](#)

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# Contact Genesys Customer Care

If you have an issue or a question regarding Workbench or Remote Alarm Monitoring, you can submit a Support Case to Genesys Customer Care.

1. Login to **My Support** and select **Open a Case** from the left-side menu.
2. For Product Category, select **Genesys Care Tools**
3. For Product, select **Workbench** or **Remote Alarm Monitoring** if related to the Workbench RAM Service
4. For Major Release, select **9.1**
5. Describe the issue on the next screen.
6. Submit your case and a Customer Care tools specialist will contact you.

Before contacting Genesys Customer Care, please refer to the Genesys Care Program Guide for complete contact information and procedures.

## Important

Note that the Elastic (<https://www.elastic.co/>) stack leveraged by Workbench 9.x is not supported and maintained by Genesys, as such customers and partners **may** need to engage with the Elastic community regarding technical issues that are not within the scope of Workbench support.