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Genesys Care Alarm Monitoring Advanced

Support

Support

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

1. Login to [My Support](#) and click the **Continue to Dashboard** button.
2. On the *Dashboard* screen, select the **Cases** tile.
3. On the *Create and Manage Cases* screen, select the **Open a Support Case** tile.
4. For the *Product Category* field, select the **Genesys Care Tools** option.

GENESYS™ | My Support My Cases Dashboard Announcements

On-Premise Support Case

Report problems with Genesys products or ask a product-related question

End User Account [Clear Accounts](#)

Sold To Account

Product Category

Product

Major Release

Component

Version

Didn't find your product? [Next](#) [Cancel](#)

5. For the *Product* field, select the **Remote Alarm Monitoring** option.

GENESYS | My Support

My Cases Dashboard Announcen

On-Premise Support Case

Report problems with Genesys products or ask a product-related question

End User Account

Sold To Account

Product Category Genesys Care Tools ▼

Product Remote Alarm Monitoring ▼

Major Release --None-- ▼

Component --None-- ▼

Version --None-- ▼

Didn't find your product?

6. Submit your request and a Customer Care Tools specialist will contact you.