GENESYS™

Support Processes for Cloud Customers

Genesys Care for the Cloud

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Genesys Care for the Cloud

Support, also known as "Genesys Care for the Cloud" is focused on a Support experience through a global, live answer 7X24 Support model. Genesys offers two core Support Levels: Care for Cloud and Business Care for Cloud. An optional support add-on for Business Care for Cloud Customers (Flex-Care for Cloud) is also available. With these Support Levels, a Customer can tailor the level of Support it needs to put the power of the Genesys Customer Experience Platform to work. Support Level details and optional add-ons are summarized in Addendum A: Genesys Care for the Cloud Offerings.

Genesys Care for the Cloud Features Overview

Feature	Care for Cloud	Business Care for Cloud	Flex Care for Cloud
Web Portal Case Management	X	X	
Knowledge Base Access	X	X	
Proactive Service Advisory	X	X	
Platform and Network Monitoring	X	X	
Platform Upgrades and Updates	X	X	
7X24 Phone Support for Unlimited Case Management		X	
Defined Response Targets		X	
Mobile Device Access		X	
Technical Account Manager (TAM)			X