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Support Processes for Cloud Customers

Cloud Contact Information

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Use one of the following methods to contact Customer Care. Please remember that only **Designated Contacts** can open, update and close issues any Designated Contact has raised with Customer Care (each issue a “Case”).

Important

Phone Support is available only when there is a **Critical issue** to report, AND at all times (7X24) for Business Care for Cloud Customers.

It is recommended that **all** Customers submit **Critical Cases requiring immediate attention** using **My Support** first with a “High” priority, and then call Customer Care to raise it to “Critical” priority.

Genesys recommends that you do not escalate Cases through any other contacts that you may have in the Company.

Web

My Support

Open and manage Cases by logging into the Genesys Customer Care Portal, **My Support**, using the URL <http://www.genesys.com/customer-care>. For instructions on using **My Support**, please refer to the **Case Management** section.

Telephone

Customer Care Telephone Numbers

Visit the **Contact Us** page for regional Customer Care phone numbers.

Please remember that Customer Care provides telephone Support 7x24, 365 days a year for Business Care for Cloud Customers.

Email

Emailing Customer Care

New Cases cannot be created via Email, but you can use Email or [My Support](#) (website) to update an existing Case.

You can update an Open Case by Email if you reply to an Email originated from the Case by a Genesys Customer Care representative or to an automated Case notification. An Email originated from a Case includes a special Reference ID, which ties any reply back to the Case.