GENESYS™

Support Processes for Cloud Customers

Support Processes for Cloud Subscriptions

4/10/2025

Support Processes for Cloud Subscriptions

This Support Processes document describes the **Genesys Care for the Cloud** offerings and provides guidelines for interacting with our Customer Care team to address Cloud Support requirements for the following Genesys Engage cloud Solutions:

- Genesys Engage cloud (formerly Business/Enterprise Edition Cloud)

- Premier Edition (including Self-Service)

- Outbound Engagement (including Mobile Marketing)

- Social Analytics

For information regarding the following topics, please refer to the Genesys Care Support Guide for Cloud Subscriptions document. You can also access this document on the **My Support** dashboard.

- Response, Restoration and Resolution Targets
- Case Severity Codes Criteria
- Incident Reports (Critical and High Severity Issues)
- Maintenance Windows and Updates
- Customer Care Responsibilities
- Cloud Customer Responsibilities
- Professional Services
- Move/Add/Change/Delete (MAC/Ds) and Feature Requests (FRs)