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# Support Processes for Cloud Resellers

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 End Users that are Business Care for Cloud Customers (Flex-Care for Cloud) is also available. With these Support Levels, an End User can tailor the level of Support it needs to put the power of the Genesys Customer Experience Platform to work for the End User. 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