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Customer Care Mobile Application User Guide

Android

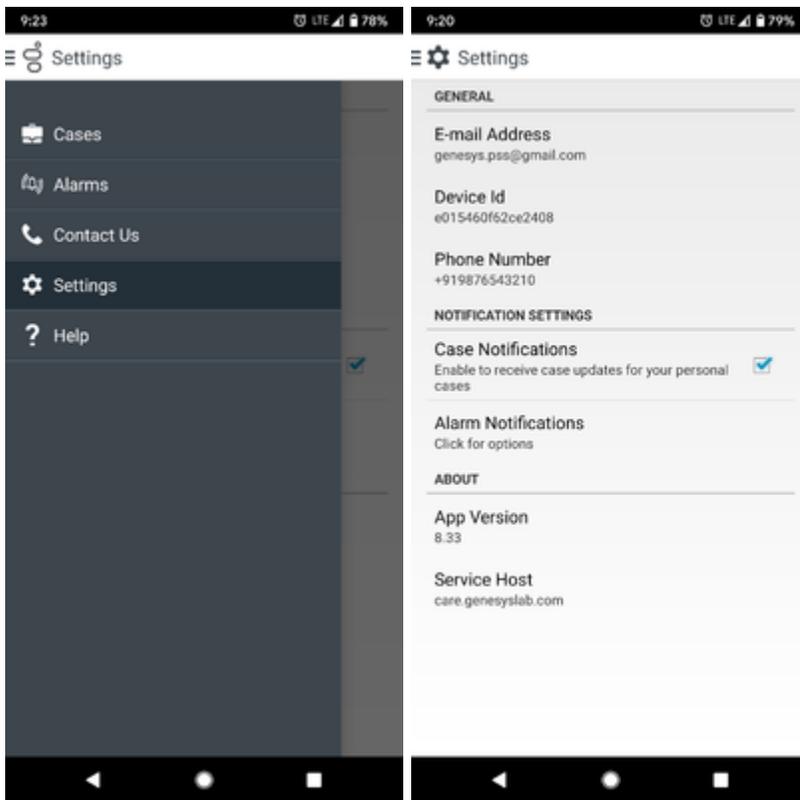
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Android

Settings

Once you have downloaded the Genesys Care Mobile App, you can select adjust the Settings on your Android device. Select the Menu icon ≡ and then select Settings. Setting actions include viewing the email and phone number associated with the mobile app and updating the phone number.

If you want to receive Push notifications on your mobile for updates on personal cases, from the Applications Menu select Settings option and select the Case Notifications checkbox. By enabling this you will receive notifications of all updates on your personal cases. Notifications will appear in the Notification bar (top of the phone) and can be selected from the Notifications pull-down.



(left) Android Menu and (right) Android Settings Screen