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Customer Care Mobile Application User Guide

Genesys Care/Support current

10/6/2022

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Genesys Care Mobile App 2.0 Guide

The Genesys Care Mobile App 2.0 is intended to help you interact with Genesys more quickly and efficiently. After installing the Mobile App, you will be able to:

- Review your Open Cases (Support, Admin), including all public Case Updates
- Post updates to your Cases and Escalations
- Contact any of our regional Customer Care Centres
- Chat with the Owner of your Support Case (or an available agent, if the case owner is unavailable) (Multicloud CX/Genesys Engage and PureConnect)
- Request for Escalation and Case Closure
- View Alarms in your environment (Requires Remote Alarm Monitoring - Genesys Engage)
- Subscribe for notifications on your company's cases (Critical or High), new Escalations, Maintenance alerts or Cloud Incidents (Multicloud CX)
- Review the notifications received in the past 3 days
- Favorite an account or a case for easy follow up or notification actions.

Mobile App Video

[Link to video](#)

GDPR @ Genesys

Genesys is strengthening existing controls for international transfers of data. Genesys has implemented restrictions for US employee access to end customer personal data for customers hosted in the EU region. As a result of this the case details having personal information will not be visible to the US Genesys Personnel and no case related actions can be performed.

Installation

Prior to downloading the Genesys Care Mobile App, please complete the following:

- Ensure you have obtained a [My Support](#) account which is available on the [My Support Registration](#) page.
- Once you have your account, login successfully to [My Support](#) at least once.
- Confirm you are a Designated Contact or have Read-Only access. If you would like to check/change your existing My Support access level, login to [My Support](#) and click on down arrow next to your name in the upper right corner and select Manage Profile. Please see our [My Support FAQs](#) for more information regarding access levels.

Mobile Application Store Links:

Android - https://play.google.com/store/apps/details?id=gcare.genesys.genesys_care_mobile&hl=en_IN

iOS - <https://apps.apple.com/us/app/genesys-care-2-0/id1520526271>

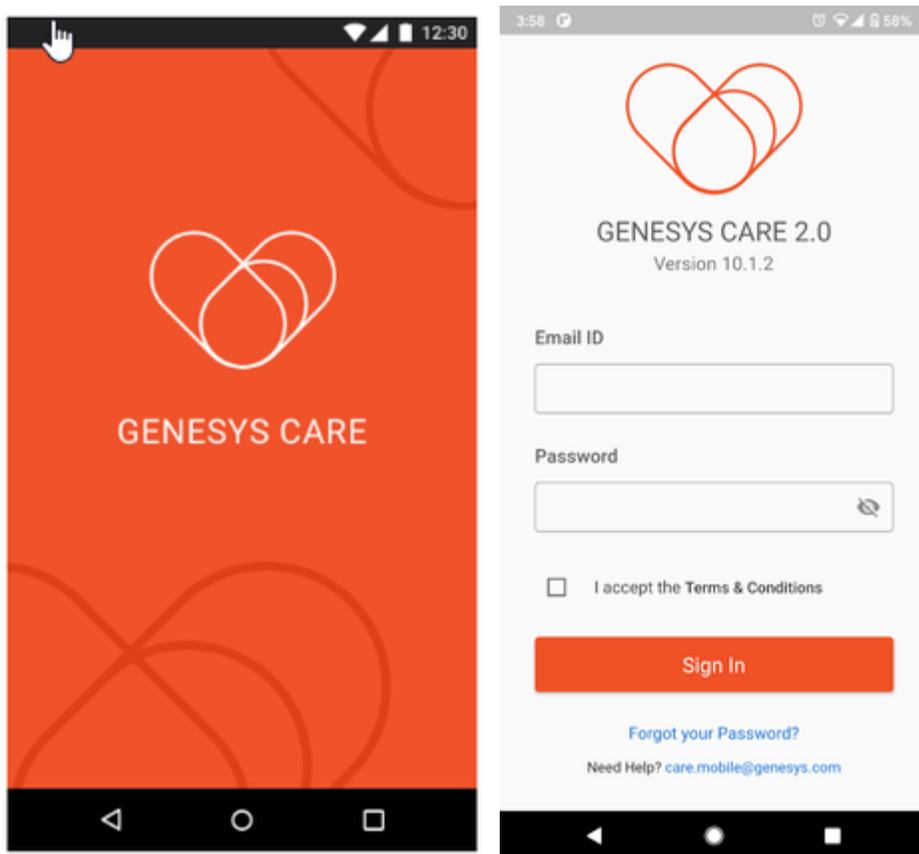
After the Mobile App has been installed and opened, the app will display a splash screen with Genesys logo for a while and will be directed to the login screen.

You will be able to login in the application using

- My Support portal credentials (External Users/Customer)
- Genesys OKTA Credentials (Internal Users)

The credentials will be in form of email address and password combination. In case if you forgot the password, you can reset the password by clicking on the “Forgot Password” Link.

(left) Splash Screen (right) Login Screen



Mandatory Update of Mobile App

In certain circumstances involving software version dependencies, the app should be updated with the latest available version. The user will receive a popup on the home screen when the latest version of the mobile app is available. The user will need to install the new application to access the latest mobile app functionalities.

Share the App Feature

User can share the app to their peers via the App Menu -> Share the app option. This generates link that is shared to the peers that helps them to install the Genesys Care 2.0 application via the stores.

Application Security

Genesys has a strict Privacy Policy that applies to the Genesys Care Mobile App. You will need to accept the Genesys Care Mobile App terms and conditions for login into the application. You can also view the Terms and Conditions by clicking on the link. The sign-in button will be enabled ONLY if you accept the Terms and Conditions.

In addition to the [Mobile App Terms and Conditions](#) that you agree to during installation, the [Genesys Care Tools Terms and Conditions](#) also apply to use of the mobile app.

If the device is in idle mode for 10 or more minutes, then the application will log out and you have to re-enter in to the application by logging in. Also, you have to login again if the app has terminated.

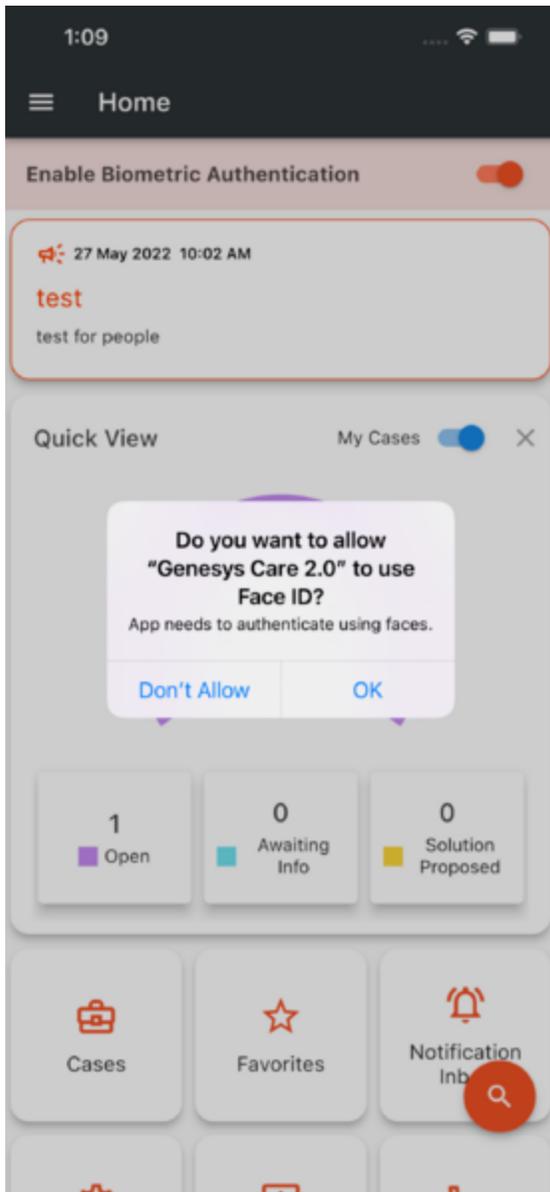
Biometric Authentication

Biometric authentication is the way by which user authenticates into the mobile application using their device's biometric option such as Fingerprint or Face ID. This mode of authentication can be used in addition to the usual way of login using email and password. Biometric authentication eliminates the need for typing the lengthy email and password every time you get signed out of the app, thereby improving the accessibility of the app.

For enabling biometric authentication for the mobile app, user needs to activate Face ID/Touch ID/Fingerprint security by adding their Face ID/Fingerprint via device settings. Please refer to your device manual on how to set up the fingerprint/face ID/Touch ID.

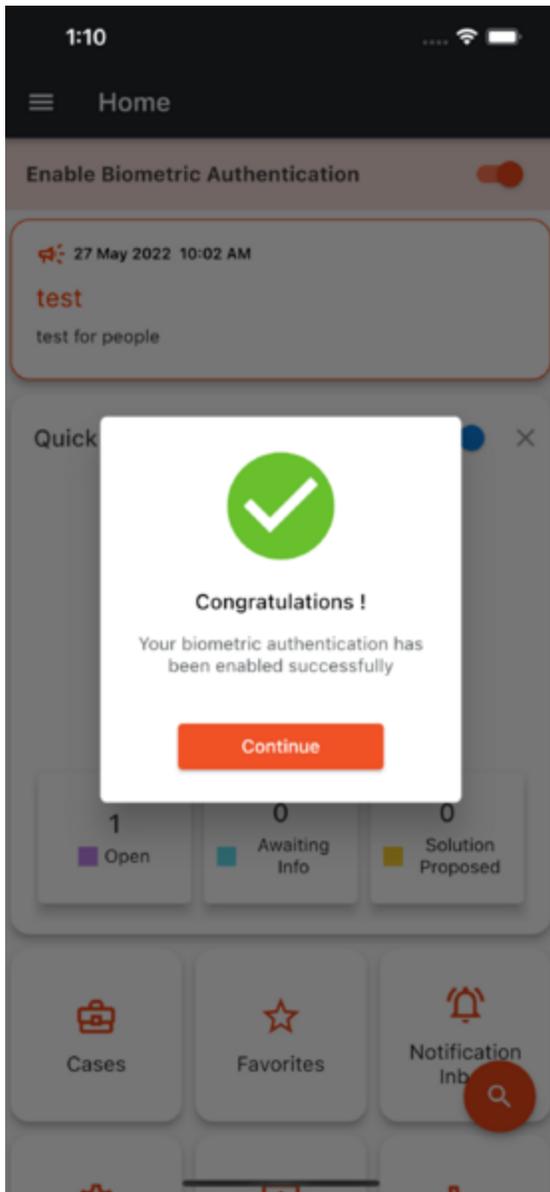
Once you have logged in to the application, you can see a ribbon stating "Enable Biometric Authentication" with a toggle button. If you switch on the toggle, you will be shown with the below popup to enable biometrics at device level if you haven't enrolled for it. Once opted in, the Enable biometric authentication ribbon will be hidden.

Finger print and Face ID authentication registration



(left) Android (Right) iOS

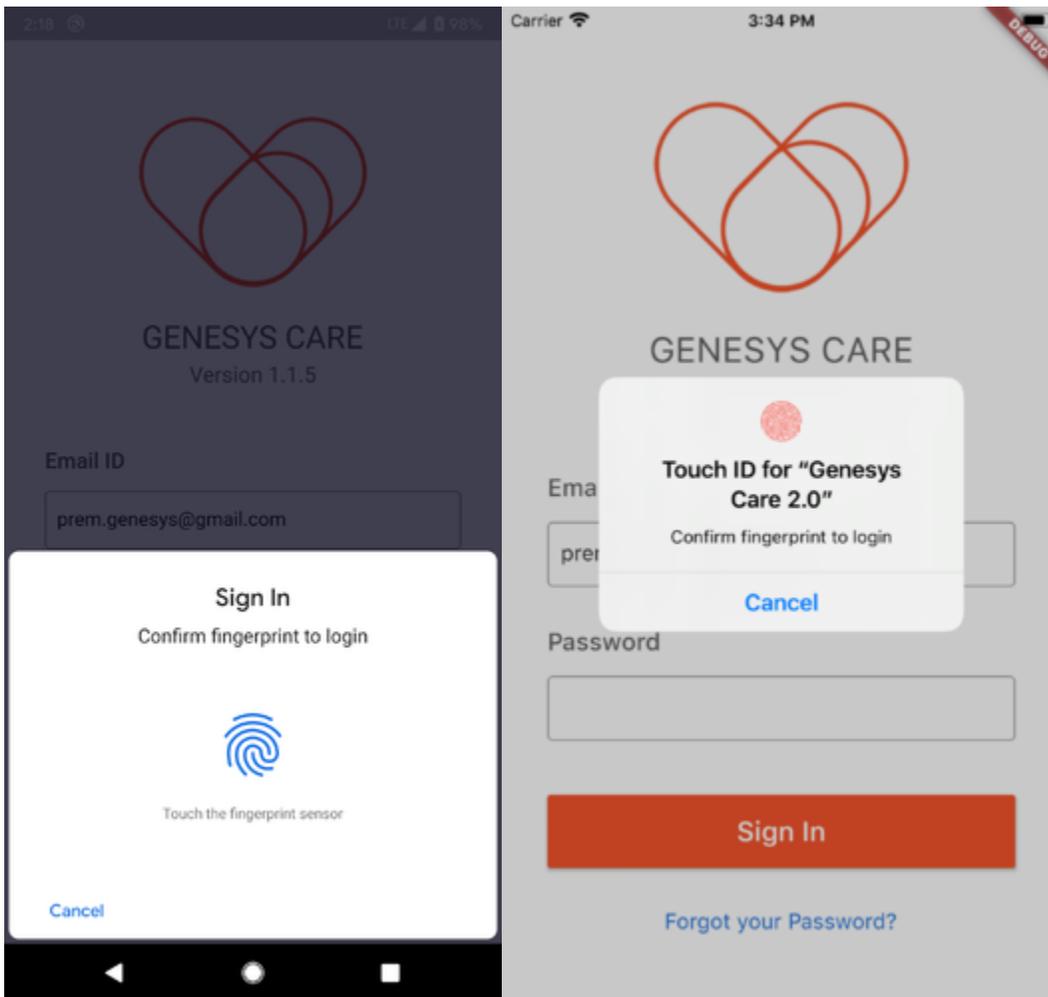
Once validated, you will be enrolled for Face ID/Touch ID/Fingerprint authentication for the application.



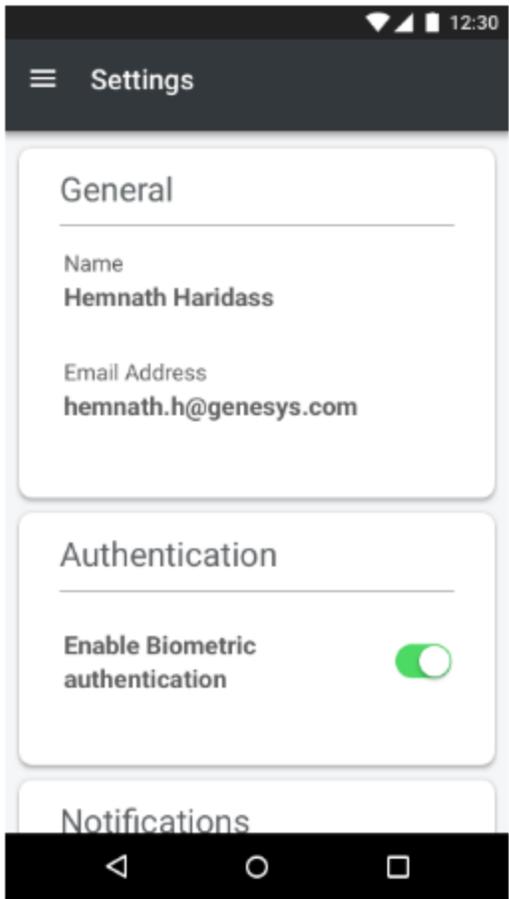
Authentication Flow

Post registration when you open the application, you will be shown with a popup to verify your Fingerprint/Face ID in the application login screen. Upon successful validation, you will be redirected to the application home screen. At any point of time, you can opt out of biometric authentication by turning it off from the Settings screen of the application.

(left) Finger print for Android and (right) Touch ID for iOS

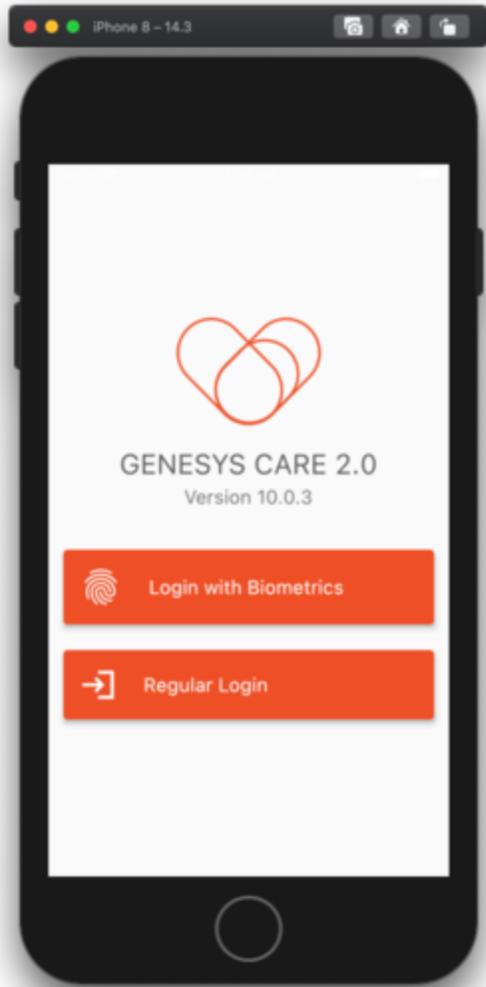


Enable/Disable Biometric in Settings Screen



Biometric Logout Flow

If the user decides to log out after enabling Biometric authentication, they will be redirected to the below login screen for re-login using either biometric or regular login using email and password.



Functionalities

Click on the functionality sub-tabs on the sidebar to learn about them. Please refer to the table below for appropriate access to Internal/External and Partner users against each functionality.

Multicloud CX/Genesys Engage

Features	Genesys Internal Users	Customer/End User	External - Partner
Review your Open Cases (Support, Admin)	*	*	*
Review all public Case Updates	*	*	*
Review internal Case Updates	*		
Post updates to your Cases and Company Cases	*	*	*
Post updates/Escalation to other Company Cases	*		
Request for Escalation	*	*	*
Request for Case Closure		*	*
Review the Notifications received	*	*	*
Favorite an account or a case for easy follow up or notification actions.	*	*	*
Subscribe for Case Notifications on cases	All Cases (If subscribed)	Personal Cases & Company Cases	Personal Cases & Account Cases
Subscribe for whole account Notifications for Critical/High Cases and Case Escalations	All Accounts (If subscribed)	Accounts based on Support Access & Support Access Cloud	Accounts based on Support Access & Support Access Cloud
Forgot Password option in Login Page		*	*
Bio-metric authentication support (iOS > v12.0 & Android > v9.0)	*	*	*
FeedBack/Contact-us/ Notification-Inbox/FAQ/ Help/Terms & Conditions	*	*	*
Chat with the Owner of your Support Case (or	*	*	*

Features	Genesys Internal Users	Customer/End User	External - Partner
an available agent, if the case owner is unavailable)			
Subscribe for Notifications on Cloud Incidents	All accounts that have cloud access	Accounts based on Support access cloud	Accounts based on Support access Cloud
View Alarms in your environment (Requires Remote Alarm Monitoring - Genesys Engage Premise only)	*	*	*
Subscribe for Alarm Notifications (Requires Remote Alarm Monitoring - Genesys Engage Premise only)	*	*	*
Settings Page the Alarm Notification have disable origin option		*	*

Genesys Cloud CX

Features	Genesys Internal Users	Customer/End User	External - Partner
Review your Open Cases (Support, Admin)	*	*	*
Review all public Case Updates	*	*	*
Review internal Case Updates	*		
Post updates to your Cases and Company Cases	*	*	*
Post updates/Escalation to other Company Cases	*		
Request for Escalation	*	*	*
Request for Case Closure		*	*
Review the Notifications received	*	*	*
Favorite an account or a case for easy follow up or notification actions.	*	*	*
Subscribe for Case Notifications on cases	All Cases (If subscribed)	Personal Cases & Company Cases	Personal Cases & Account Cases
Subscribe for whole account Notifications for	All Accounts (If subscribed)	Accounts based on Support Access &	Accounts based on Support Access &

Functionalities

Features	Genesys Internal Users	Customer/End User	External - Partner
Critical/High Cases and Case Escalations		Support Access Cloud	Support Access Cloud
Forgot Password option in Login Page		*	*
Bio-metric authentication support (iOS > v12.0 & Android > v9.0)	*	*	*
FeedBack/Contact-us/Notification-Inbox/FAQ/Help/Terms & Conditions	*	*	*
Chat with the Owner of your Support Case (or an available agent, if the case owner is unavailable) (Genesys Engage and PureConnect Only)			
Subscribe for Notifications on Cloud Incidents			
Settings Page the Alarm Notification have disable origin option			

PureConnect

Features	Genesys Internal Users	Customer/End User	External - Partner
Review your Open Cases (Support, Admin)	*	*	*
Review all public Case Updates	*	*	*
Review internal Case Updates	*		
Post updates to your Cases and Company Cases	*	*	*
Post updates/Escalation to other Company Cases	*		
Request for Escalation	*	*	*
Request for Case Closure		*	*
Review the Notifications received	*	*	*
Favorite an account or a case for easy follow up	*	*	*

Functionalities

Features	Genesys Internal Users	Customer/End User	External - Partner
or notification actions.			
Subscribe for Case Notifications on cases	All Cases (If subscribed)	Personal Cases & Company Cases	Personal Cases & Account Cases
Subscribe for whole account Notifications for Critical/High Cases and Case Escalations	All Accounts (If subscribed)	Accounts based on Support Access & Support Access Cloud	Accounts based on Support Access & Support Access Cloud
Forgot Password option in Login Page		*	*
Bio-metric authentication support (iOS > v12.0 & Android > v9.0)	*	*	*
FeedBack/Contact-us/ Notification-Inbox/FAQ/ Help/Terms & Conditions	*	*	*
Chat with the Owner of your Support Case (or an available agent, if the case owner is unavailable) (Genesys Engage and PureConnect Only)	*	*	*
Subscribe for Notifications on Cloud Incidents	All accounts that have cloud access	Accounts based on Support access cloud	Accounts based on Support access Cloud
Settings Page the Alarm Notification have disable origin option			

Settings

Once you have downloaded the Genesys Care Mobile App, you can adjust the app settings by launching the settings from Application Menu > Settings.

The settings screen provides the below information and options.

- **General**

- Name - Displays the User's name. Non-Editable.
- Email Address - Displays User's email address. Non-Editable.
- Timezone - Displays User's Timezone. Non-Editable. This timezone value is obtained from Salesforce. All the date time values within the application such in Case Details, Alarm and Notification Inbox Screen will be displayed based on this timezone value. User needs to contact our Customer Care in order to update this time zone value.

- **Authentication**

- Enable Biometric Authentication - Option to enable/disable biometric authentication for the application. On switching the toggle button to ON state, the registration flow like the one described in Biometric Authentication section takes place. On successful verification, biometric authentication will be enabled for the application.

- **Home**

- Quick View - Option to enable Quick View of cases based on the case status in the Home Screen

- **Cases**

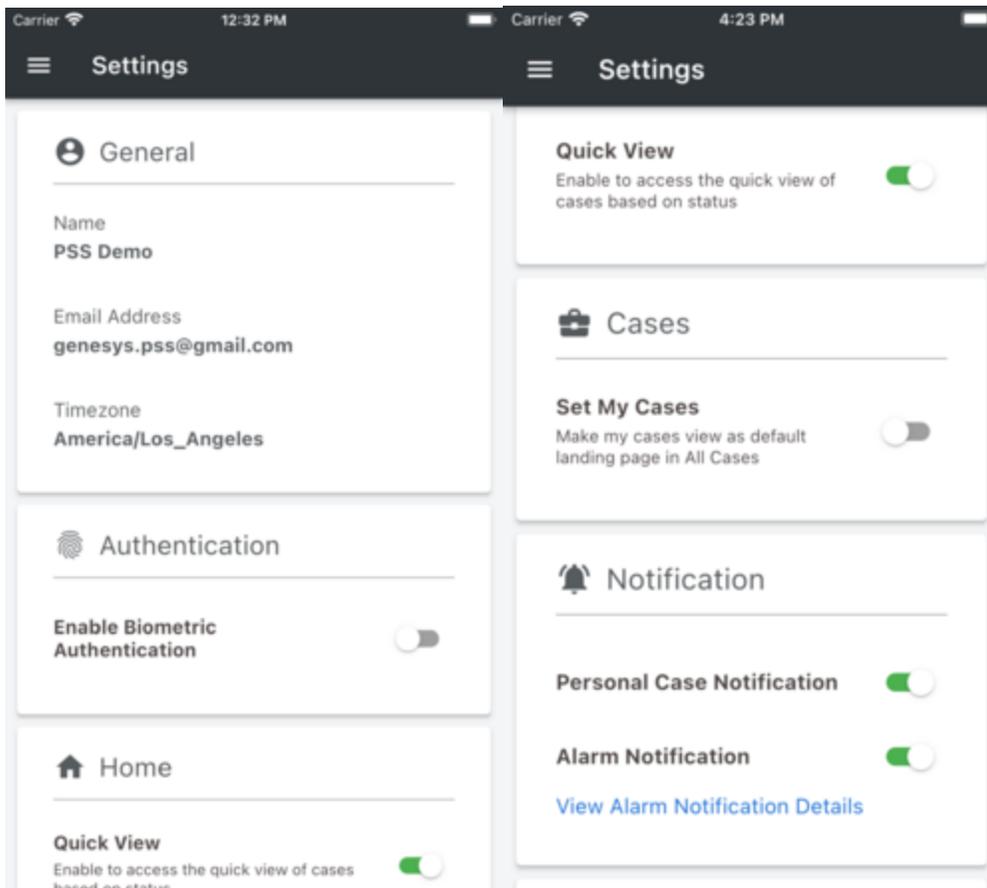
- Set My Cases - Option to make My Cases as default landing screen in All Cases tab

- **Notifications**

- Case notification - Option to enable/disable notification for any case updates happening to the user created cases of external users and user owned cases of internal users.
- Alarm notification - Option to enable/disable notification for any new alarms arising in user's environment based on user's preference. On enabling the alarm notification toggle, pop up with options like the alarm filter will be shown.
 - Alarm Severity - All, Critical, Major and Minor
 - Disable Origin - List of Origins
- Maintenance Alerts - Option to enable/disable notification for maintenance related alerts from JIRA.

- **About**

- App Version - Application current version detail



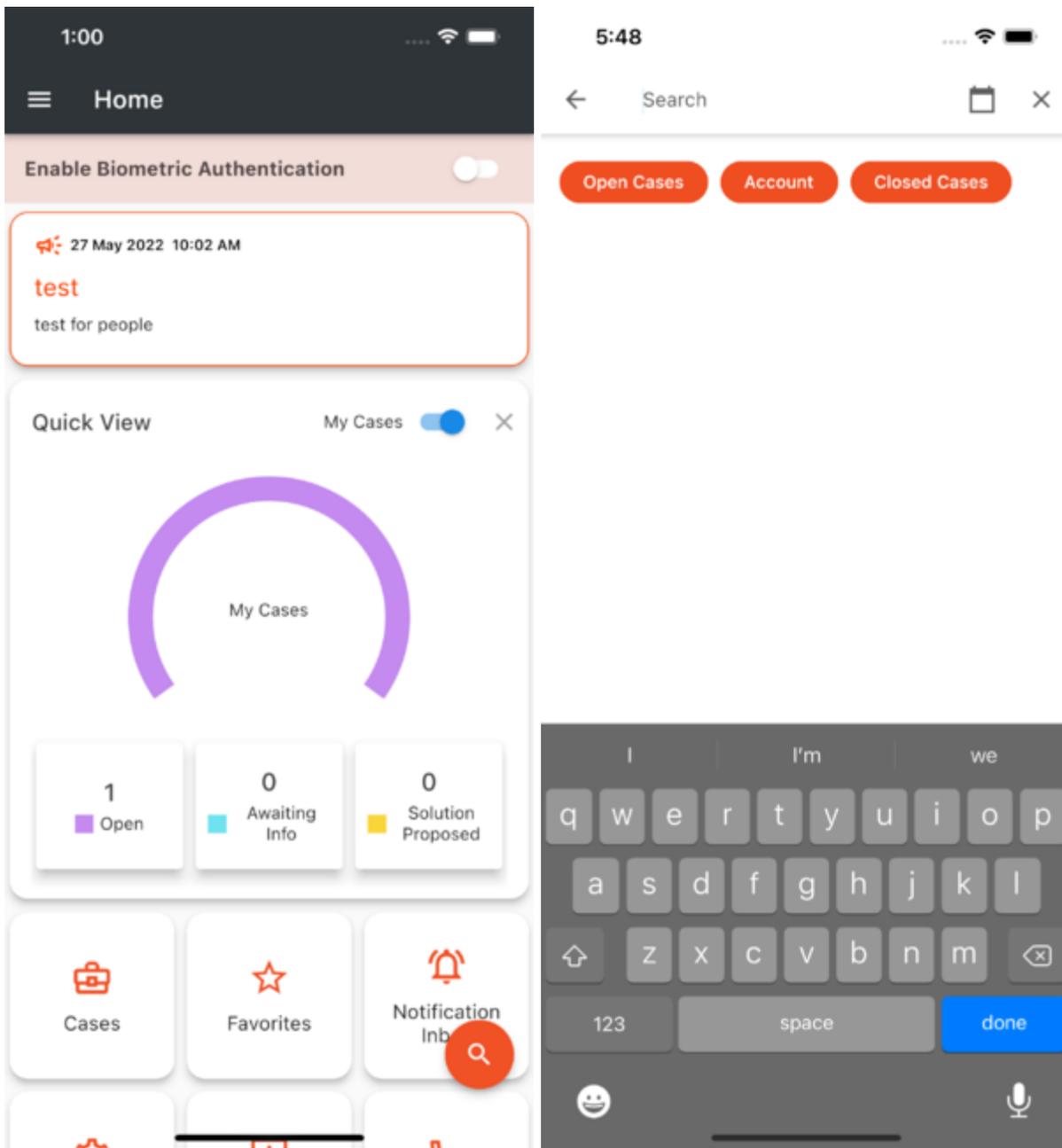
Home Screen

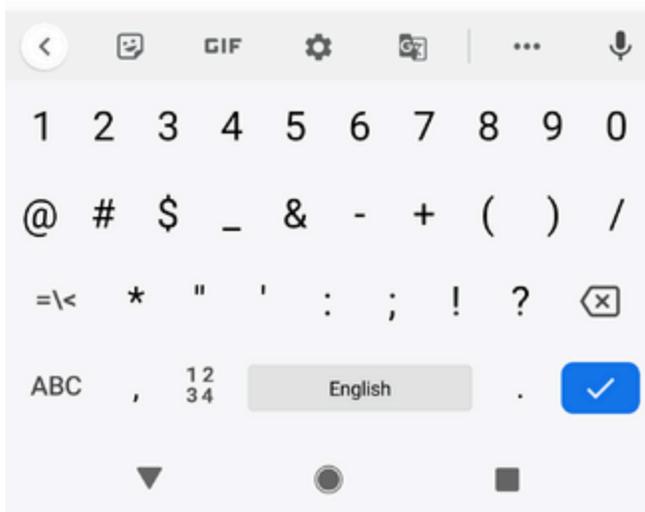
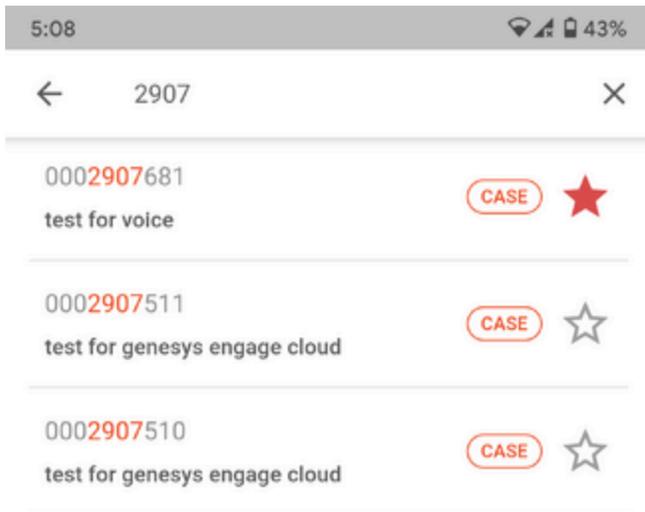
Once you have successfully logged in, you will be directed to the Home Screen of the app. The home screen shows users latest broadcast/announcement, quick view of the cases based on the case status and paves way for faster navigation to go to cases, favorite cases or Accounts, Alarms of your environment or Notification Inbox. By clicking on the broadcast, users will be shown with the broadcast details. Users can view the broadcast/announcement later via the broadcast/announcement menu.

Please note that the Alarm Monitoring function is only available to On-Premise Remote Alarm Monitoring subscribers.

Users can use the Floating Search button specified on the bottom of the Home page to search for Accounts and Cases. This provides a global search option for searching accounts with the account name and case with case #. Users can search for Open Cases, Closed Cases and Accounts. This search by default returns result for the past 1 year. Users can modify the date range filter to search for cases based on the created date from previous years.

Once the search results are listed, the users can click on the list item to view the case details for a case or case list for an account. This search option will be available across the application.





Cases

When you select Cases from the Home Screen or ≡ Menu of the Genesys Care Mobile App, you will see a list of your non-closed cases, including cases opened by other Designated Contacts at your company, and be able to perform other functions.

The following are the different functions that you can perform from the Cases window.

Designated Contacts and Case Management

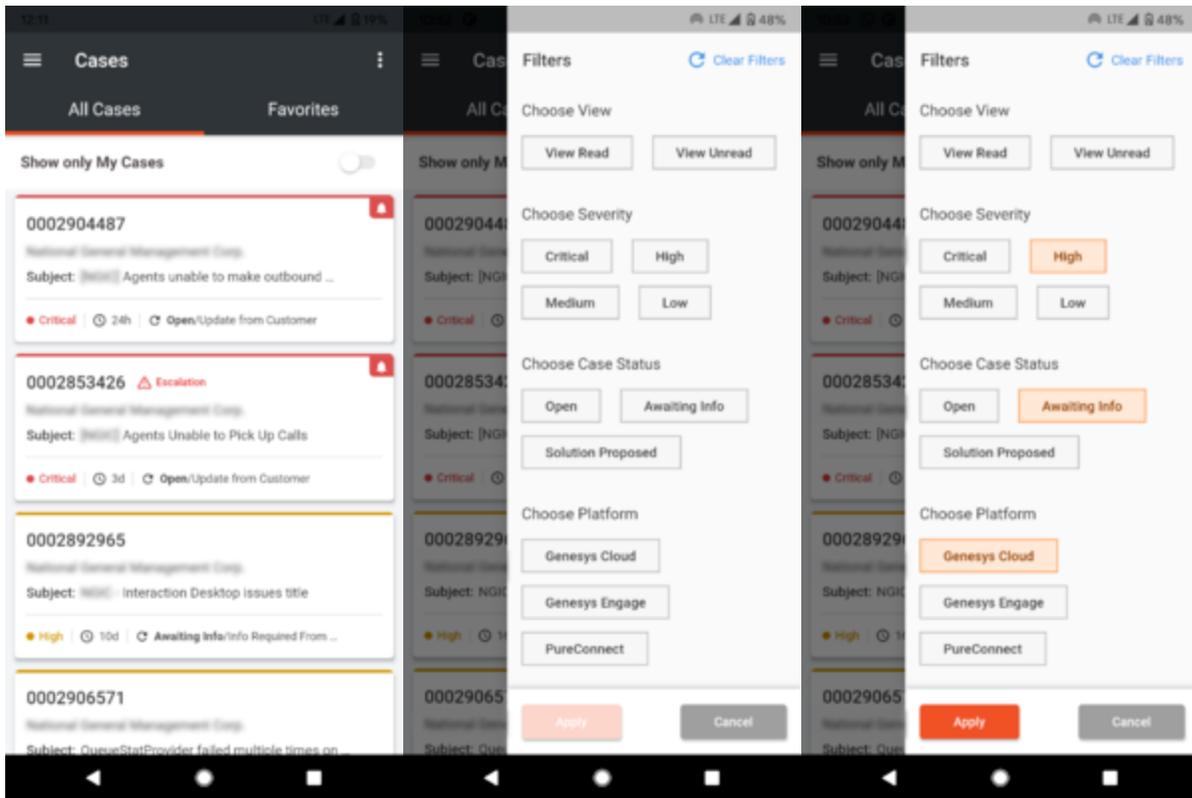
From the Cases screen, Designated Contacts should select “Show Only My Cases” toggle to view cases they have opened. By default, the list shows all the non-closed company cases. On toggle of “Show only My Cases”, a popup will be shown to set the My Cases as default landing screen in All Cases tab. If needed, user can opt for this and they can revert it via Settings screen. You can select any case to view the case details including the case severity level, case number, Case Status, Account Name, Product Support Group, Last Modified Date and Sub-Status. The case list is populated in priority categories as Prod Down, Critical, High, Medium and Low. The cases that are in Awaiting Info and Solution Proposed status that exceeded 24 hours without response will be highlighted in order to denote that user needs to take some action on those cases.

The Case List screen comes with a very handy filter option to choose specific cases from the list. To access the filters, click on the triple dot icon on the top right corner of the cases screen and then click Filter Cases option in the menu. The various options and the descriptions are provided below.

- Read/Unread - To view the cases those are updated and not updated
- Priority: Prod Down/Critical/High/Medium/Low - To view the cases based on specific priorities
- Status: Open/Awaiting Info/Solution Proposed - To view the cases based on the case status
- Platform: Genesys Engage/Multicloud CX/ Genesys Cloud CX/Genesys DX/PureConnect - To view the cases based on the case platforms

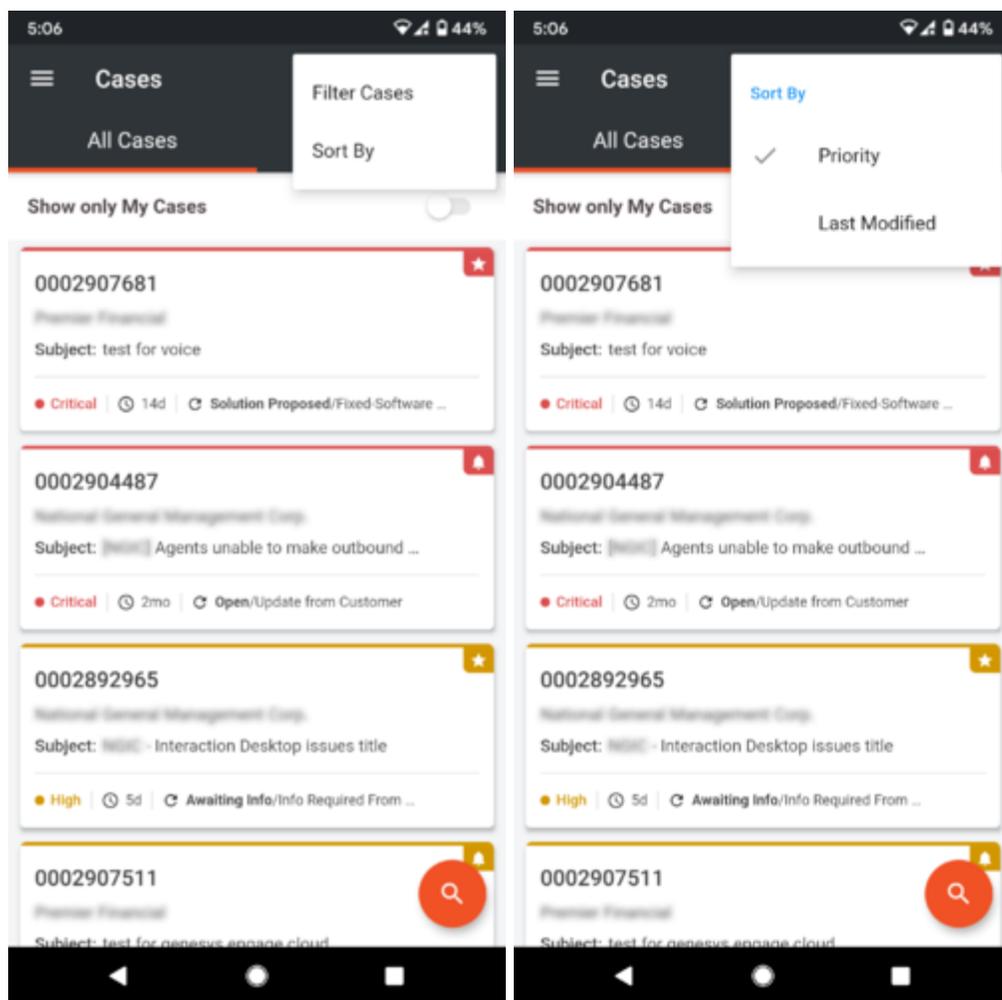
Once you click on apply, the filters to view specific set of cases of your interest. If you want to reset the filters back to default, you can just click on the “Clear Filters” on the top right corner of the Filters screen.

If you are a Genesys partner who is a Designated Contact, the case list view can include all non-closed cases that your company has opened for all the end users your firm represents.



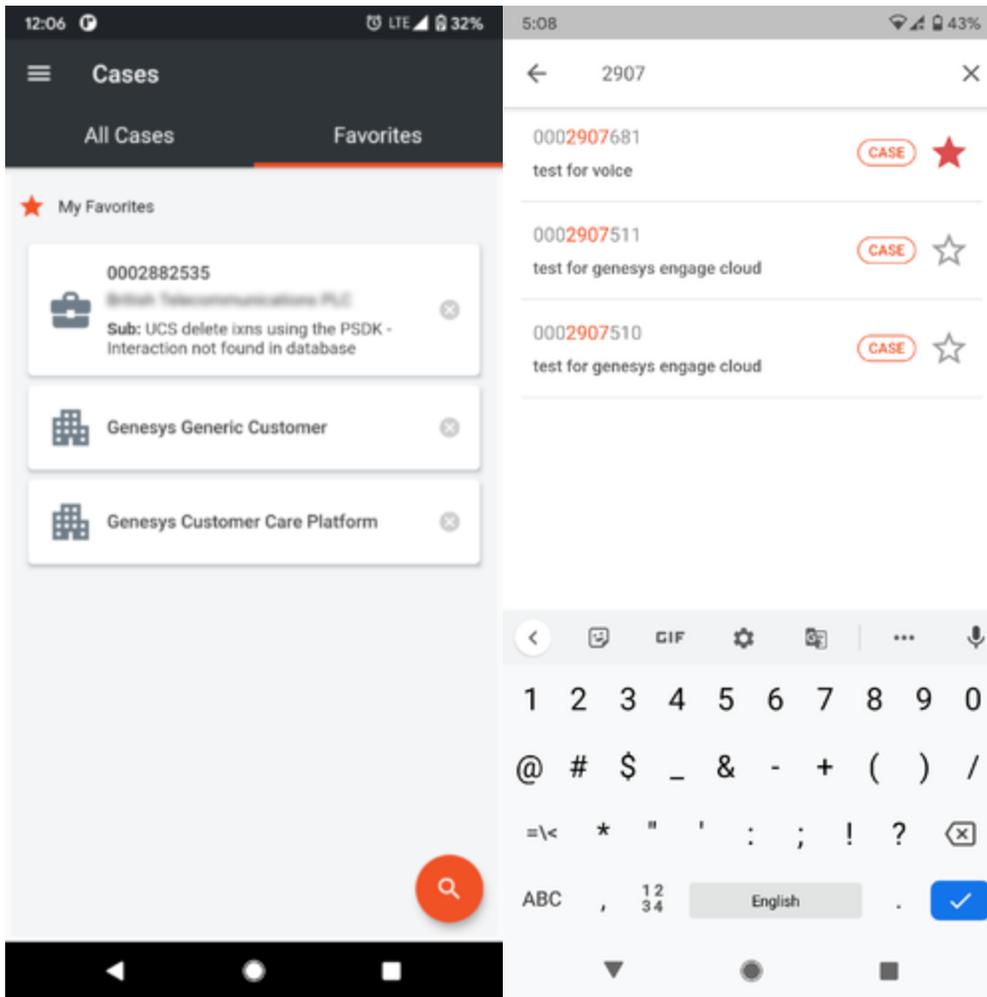
Case List Screen and Filters

The Case List also comes with Sort option that sorts the cases based on Priority and Last Modified. To access the sort option, click on the triple dot icon on the top right corner of the cases screen and then click Sort By option in the menu, then select the required sorting option in the next menu.



Favorites

If you want to access some cases frequently to stay on top of them, you can use the “Favorites” tab to add the cases that you want as favorites. Initially when you land on the Favorites tab by clicking on it, you will see a notification that No Favorites are found. Click on the global search button and input the case number or the account you would like to favorite.



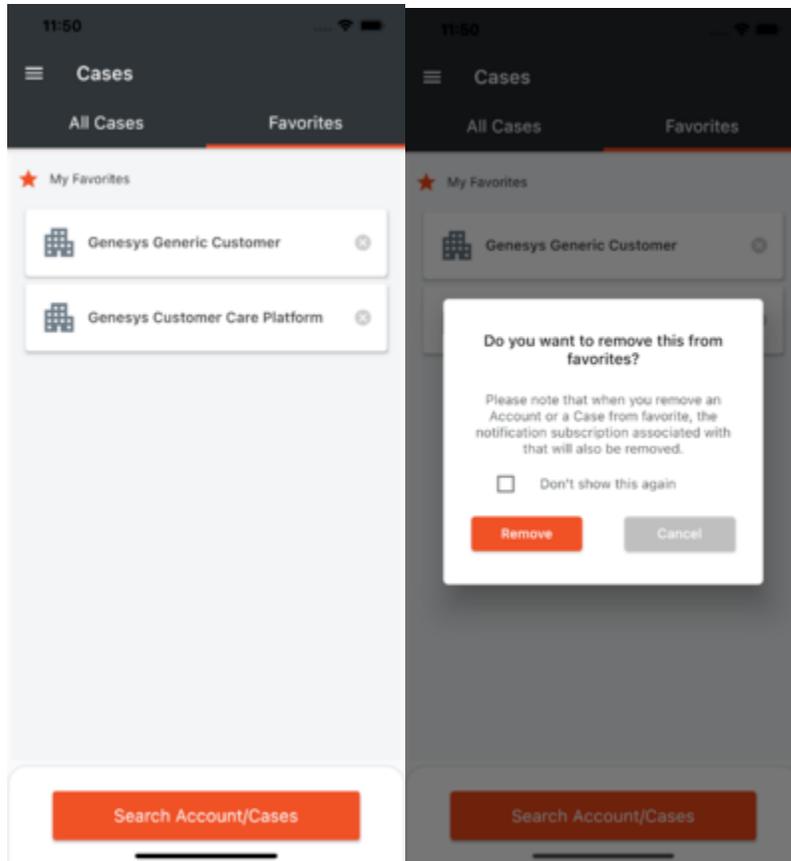
If you are the end user of the Genesys platform, then you can search for your company cases for which you have access to. If you are a partner user, then you can search for an account or company cases for those you have access to. In case if user favourite case and remove access to it, then user will be shown with Access Denied for that particular account and user will be not be able to access it.

Favorites Screen

When the case or Account Name is searched in the search bar, you can favorite the case/account by clicking on the start button present on the right-hand side against the case/account name. When a Case is added to Favorites, the case notifications subscription will be enabled.

Once an account or case is marked as favorite, it will be displayed in the My Favorites section of Account/Cases tab. You can view the case list of Favorited account or case details of Favorited case by clicking on these cards. You can add as many as 20 favorites which includes both Accounts and Cases. If you want to add a new favorite and it has reached a limit of 20, then you must remove one of the existing favorites and then add the new one. The case subject will not be shown for the cases that are GDPR restricted for the user who logs in.

When a Case or an account is removed from Favorites, the case or account notifications subscribed will also be removed. A confirmation popup will be displayed to get the user input, as displayed below.



Case Details

You can view the details of a case by clicking on the case from the case list. The case list page contains details about the case along with the updates posted on the case. If you need more details on the case, you can click on the Expand (Downward arrow) icon to expand the details section. The bottom of the case details screen has an expandable menu indicated by a downward arrow. It has the below functionalities.

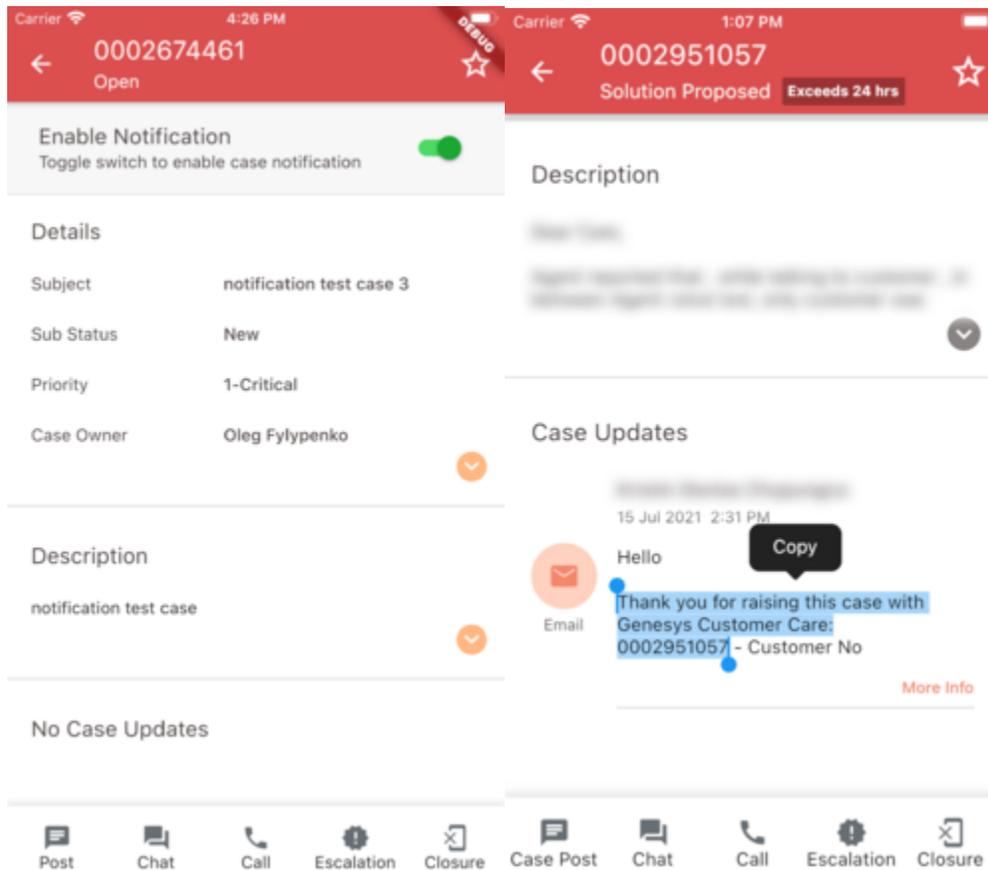
- Post updates - Post updates to a case
- Chat - Chat with the owner of the case or any available analyst if the owner is unavailable.
- Escalation - Request to escalate a case for critical attention
- Case Closure - Request to close a case.
- Call - Redirects to the Genesys Contact Us page to choose the appropriate Toll Free numbers.

You can also opt to receive notification specifically on a case by Enabling Notification on the case

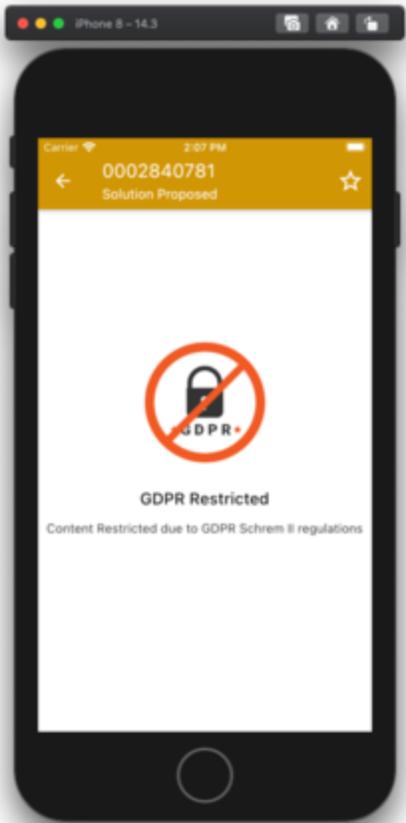
details screen. Whenever there is an update happening, a notification will be sent to the app.

The email updates on the case updates section will be displayed only with the subject. For viewing the entire email updates, you need to select on More Info option. This will show the entire update in separate modal window.

Users can long press on the case details and updates to select & copy the text to share it while posting case updates.

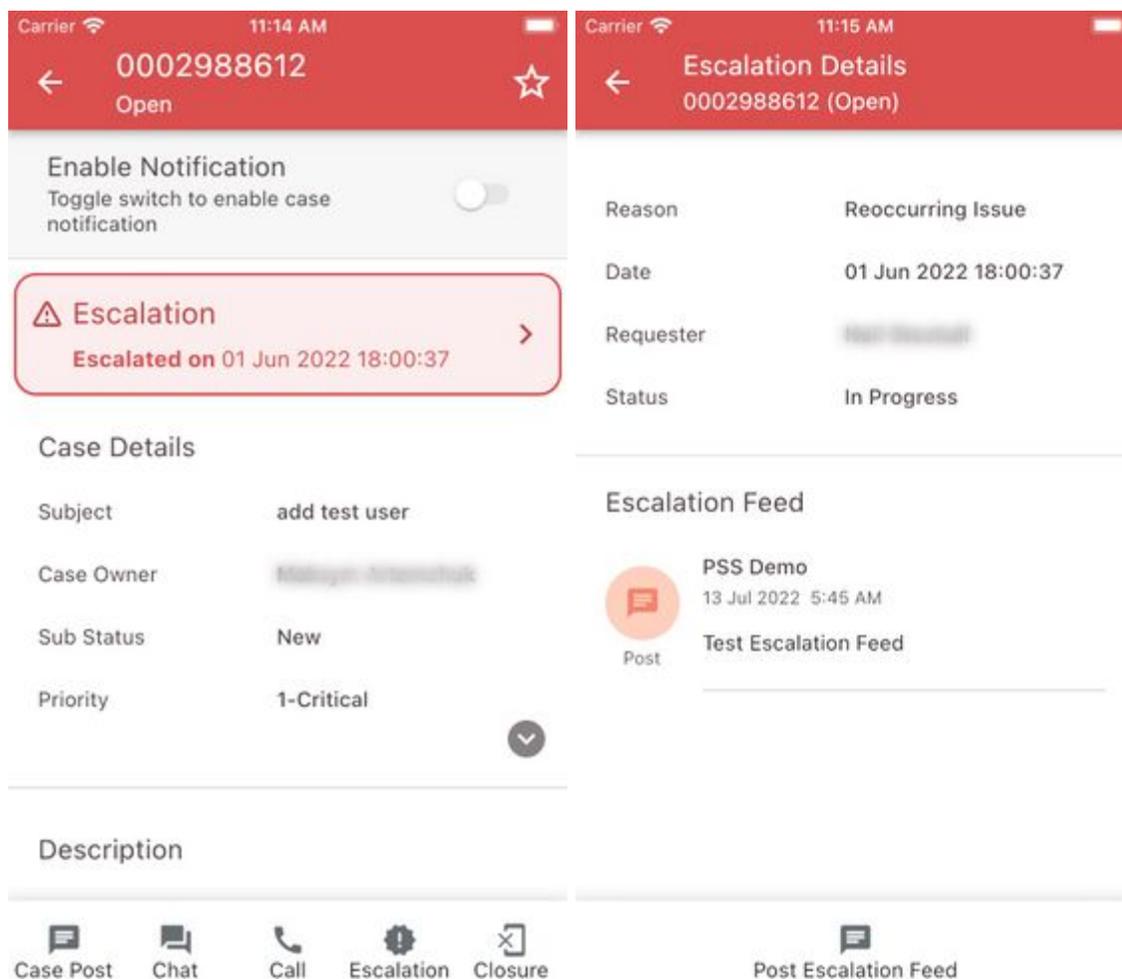


As a part of General Data Protection Regulation (GDPR), the PII data of the EU/EEA customers will not be accessible by Genesys US personnel. When the Genesys US personnel access the Case details screen of EU/EEA customer, the below screen will be displayed to restrict the information. The case related functionalities like Post Update, Chat, Call, Escalation and Closure will not be available for access.



Escalation Details

The escalation banner will be shown to the users if there is an active escalation for the case. Users can click on the escalation banner to view the escalation details and escalation feeds.



Any communication regarding the Escalation will be captured in the Escalation Feed section of the Case. There will now be 2 feeds on the Case.

- The Case Feed will capture the technical aspects of the Case.
- The Escalation Feed will capture the communication flow of the Case Escalation.

Users can post their escalation feed by selecting the Post Escalation Feed action in the escalation screen.

Carrier 11:15 AM

Post Escalation Feed X

Enter the feed here...

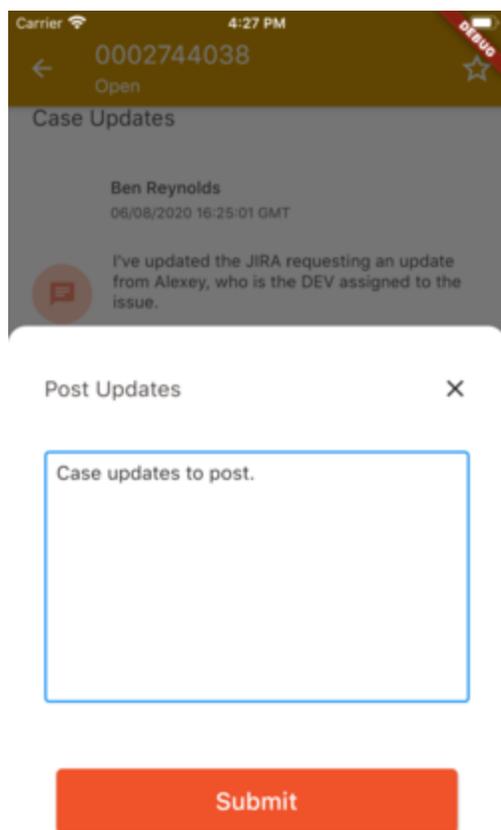
0/1500

Submit

Post Case Updates

You must be a Designated Contact to post updates to an open case.

To post an update to a case, tap on the Post Update icon on the expandable menu on the bottom of the Case details screen. On the Case Updates screen, type your update in the message text box and then press Submit.



Post Case Update Screen

Chat (Multicloud CX/Genesys Engage and PureConnect Only)

You must be a Designated Contact to use the Chat feature.

What is Chat?

Chat is a feature that gives Designated Contacts an additional option of engagement with the assigned Case Owner (or an available agent, if the case owner is unavailable) regarding the status of their Genesys Engage, Multicloud CX & PureConnect Support Cases. A Chat session is requested by clicking the Chat icon within any non-closed Case. The Using Chat section explains how to use Chat via the Genesys Care Mobile App only. As a reminder, Chat is for Case facilitation (quick questions or status updates) and not for live troubleshooting.

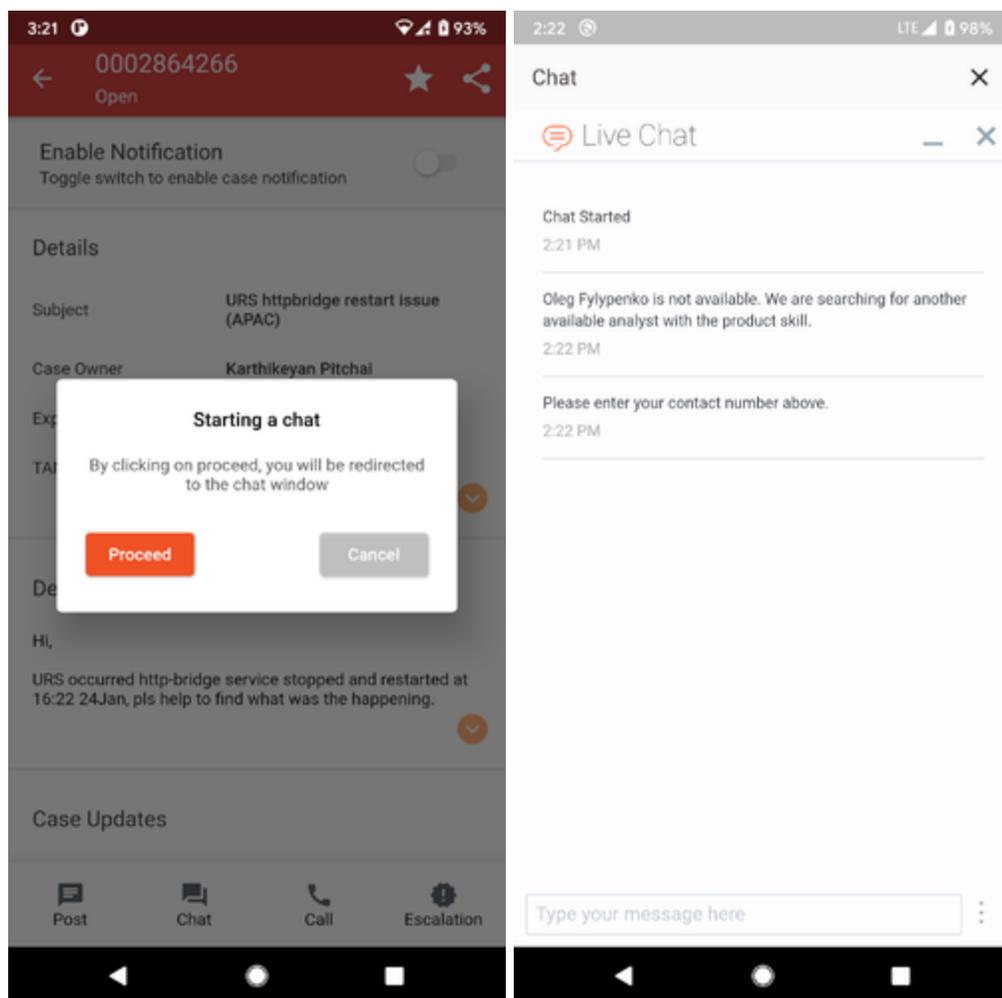
Please read the [Support Processes for On-Premises Licenses](#) for additional tips on Chat via Computer.

Important

Customer Care assigns Case Owners based on product knowledge that is available globally. You may have a Case Owner that is in a different time zone than you. In this instance, live Chat for that Case might not be available during your local business hours. In such situations, the chat will then be routed to an available agent. If both the case owner and the agents are unavailable, then after queuing for 60 seconds the chat window will present an option to leave a contact phone number. This number will be saved to the case, for the case owner to contact you. Management will also receive an email alert to inform them of the same. The contact number will also be included in the email alert.

Using Chat

Select and open any non-closed Case. Navigate to the expand icon at the bottom of the screen and click the Chat icon to begin. A popup window with title 'Starting a chat' will appear. Click on proceed to start the chat. The Chat window will automatically start loading. **If the case owner is available**, you can directly begin the chat session. **If the case owner is not available**, then the chat will be routed to an available agent. If both the Case Owner and the other agents are unavailable, you can leave a contact phone number so that we can get back to you. **Once you have finished chatting**, you can end your session by clicking the "End Chat" button above your chat dialogue.



Chat Option Screen

After the Chat Session

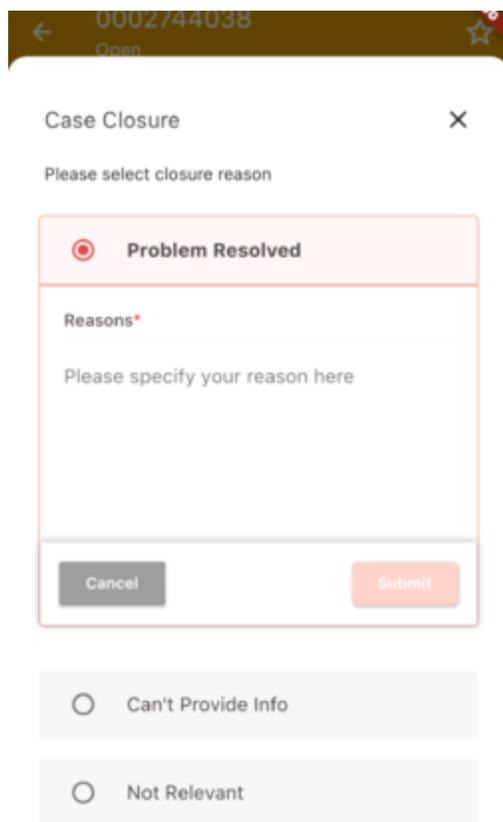
After you end the Chat, a transcript of the Chat session will be emailed to you.

Case Closure and Escalation

You must be a Designated Contact to request a case be closed or escalated.

Case Closure:

To request that Customer Care close a case, select the case closure option from the expanded menu on the bottom of the case details screen. In the Case Closure window, select the appropriate reason for the closure and click submit. Once submitted, users will be shown with celebrate popup.

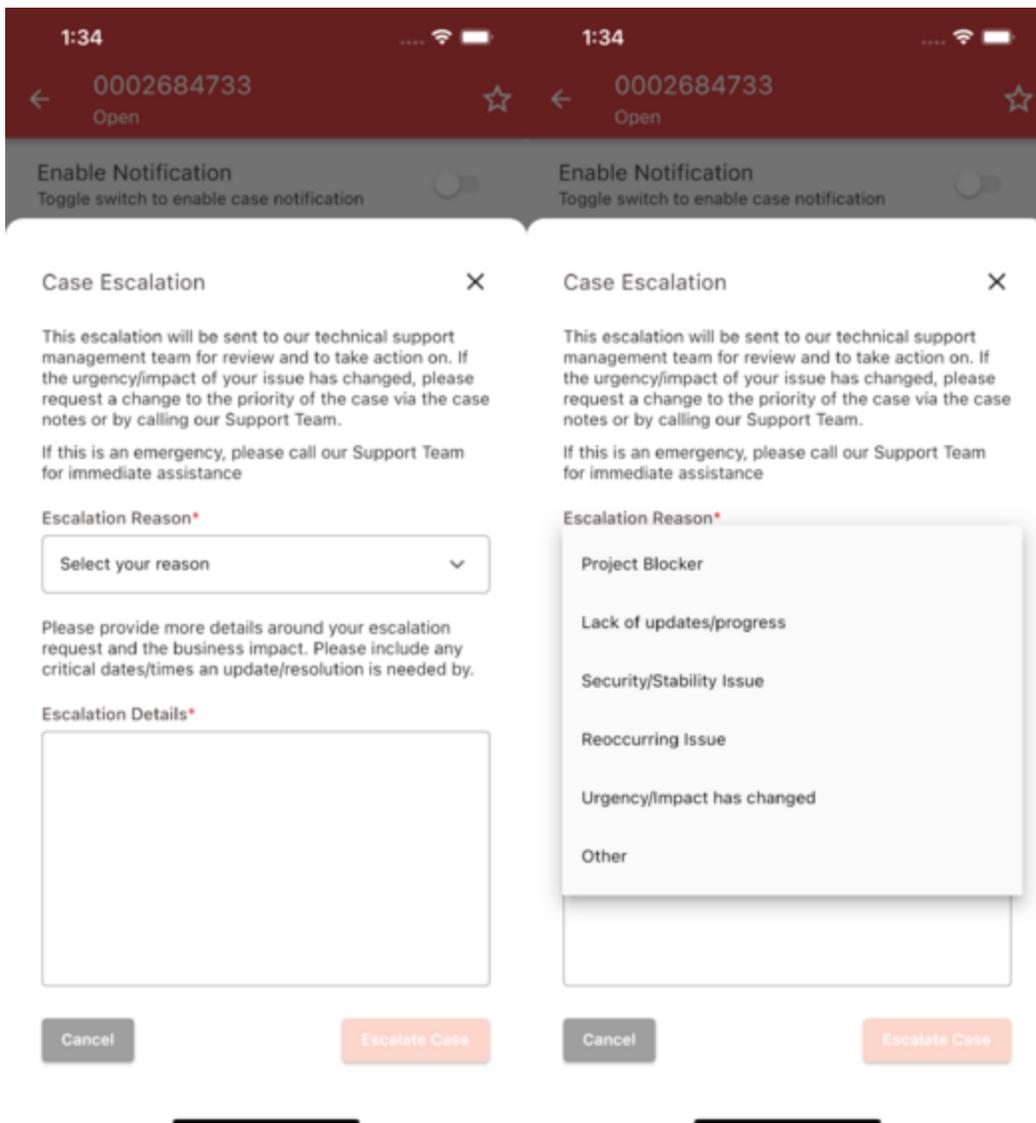


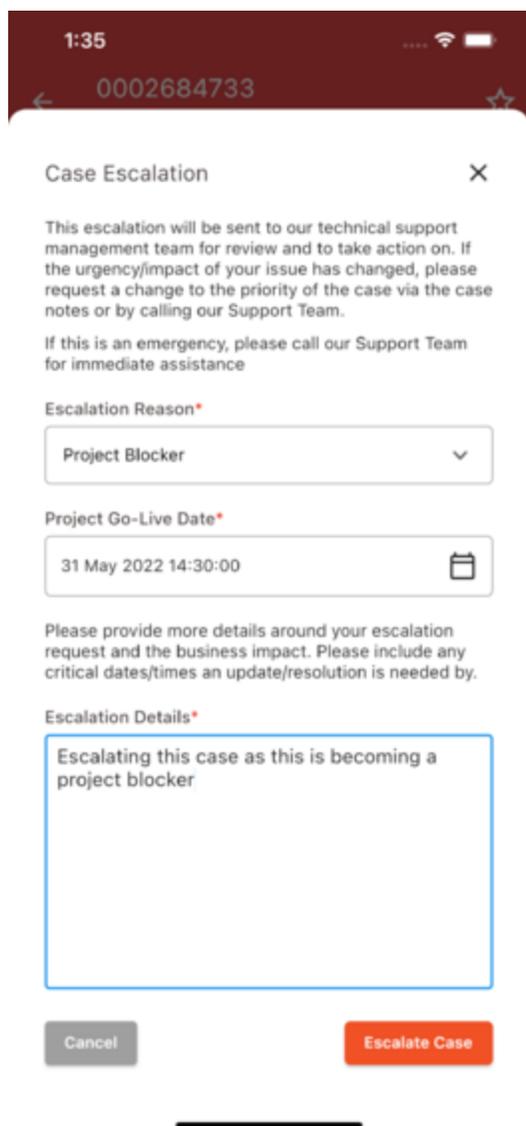
Case Closure Screen

Case Escalation:

To request that Customer Care escalate a case, select the Escalation Icon from the expanded menu on the bottom of the case details screen.

In the Request Case Closure window, select the Escalation Request option. The Escalation Request window will appear. Select an appropriate reason from the Escalation Reason drop-down list and provide the escalation details. Click Submit which will send your escalation request to Customer Care.





Case Escalation Request Screen

Notifications

You must be a Designated Contact to subscribe to this feature.

Push Notification

This feature allows you to subscribe for the following notifications,

- Case Update Notification for an Individual Case

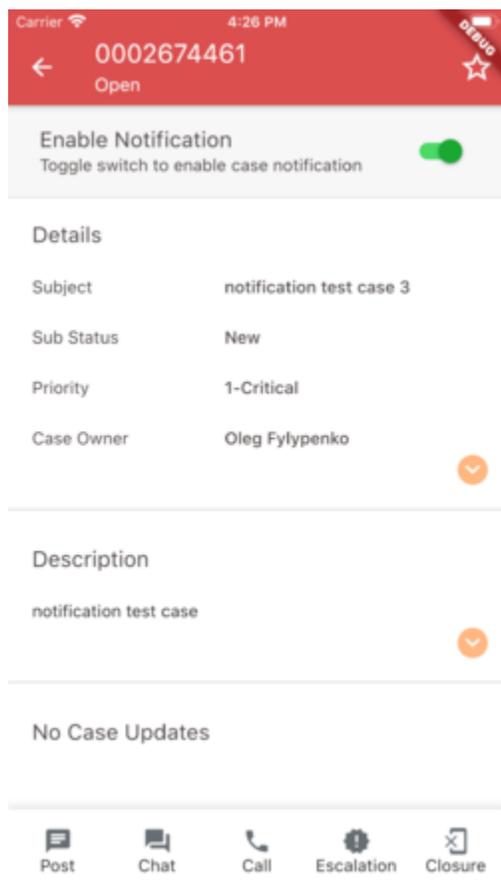
- Case Update Notification for all Personal Cases
- Case Update Notification for all the cases of a particular Account (Account Notification)
- Cloud Incident Notification

Case Update Notification - for an Individual Case:

Users can subscribe to receive update notifications of an individual case from the **Case Details** screen. Once subscribed they will receive notifications whenever there is an update to that case.

Steps to Subscribe/Unsubscribe

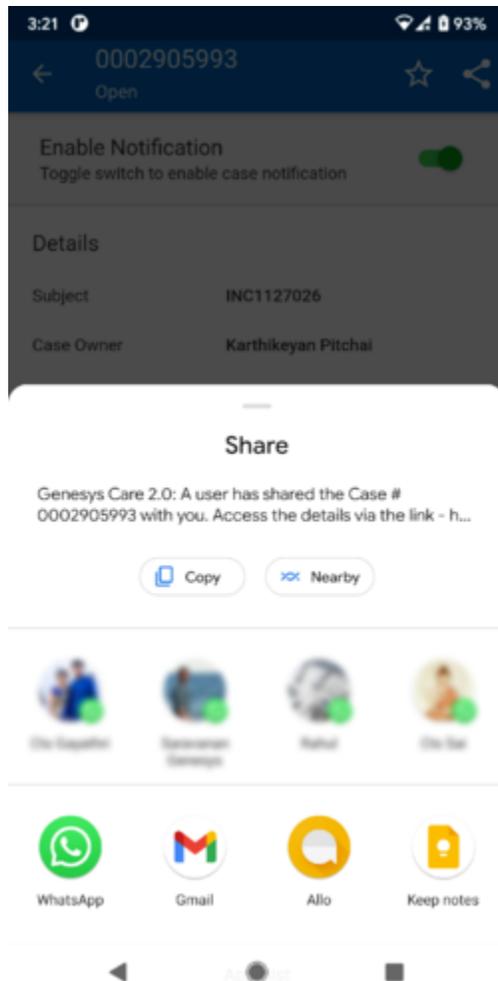
- To subscribe for updates of a case, open the Case Details screen of that case.
- Click the “Enable Notification” toggle to switch on the notification.
- To unsubscribe from the case update, set the toggle off again.



Case Details Screen having Case Update Notification option

Sharing Case Info via Mobile App:

Users can share the case info by clicking on the case share icon in the top right of the case details screen - app bar. On clicking this user will be provided the option to select the application via which they are interested to share the case info with their peers.



Once shared on clicking the link, it opens the application and redirects user to the particular case details screen of the shared case. In case if the user doesn't have application installed in their device, this redirects to the Genesys Care 2.0 app page in the Play Store or App Store based on the device type.

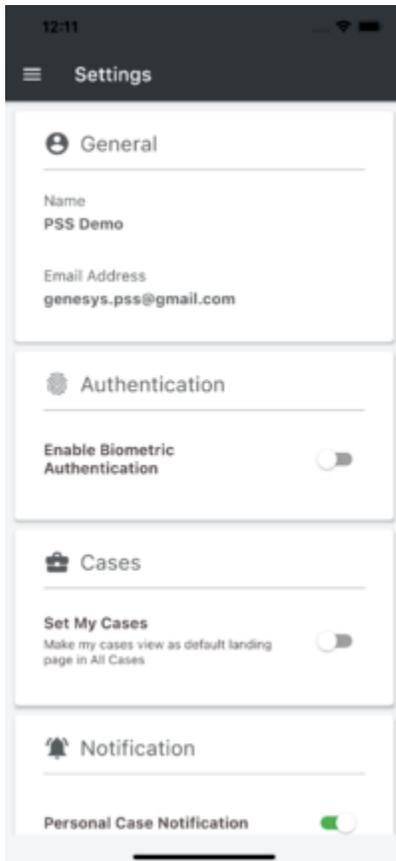
Case Update Notification - for all Personal Cases:

Users can subscribe to receive update notifications of all their personal cases from the **App Settings** Screen. Once subscribed they will receive notifications whenever there is an update to any of their personal case.

Steps to Subscribe/Unsubscribe

- Navigate to the Application Menu > Settings screen in your mobile.

- Enable the Personal Case Notifications toggle button.
- To unsubscribe from all the Case notifications, disable the same toggle button.



Personal Case Update Notification option

Important

When a user has subscribed for all personal cases through the Case Notification option, the Enable Notification toggle in the individual Case Detail screens will be ON. This denotes that the user has already subscribed for it.

Account Notification

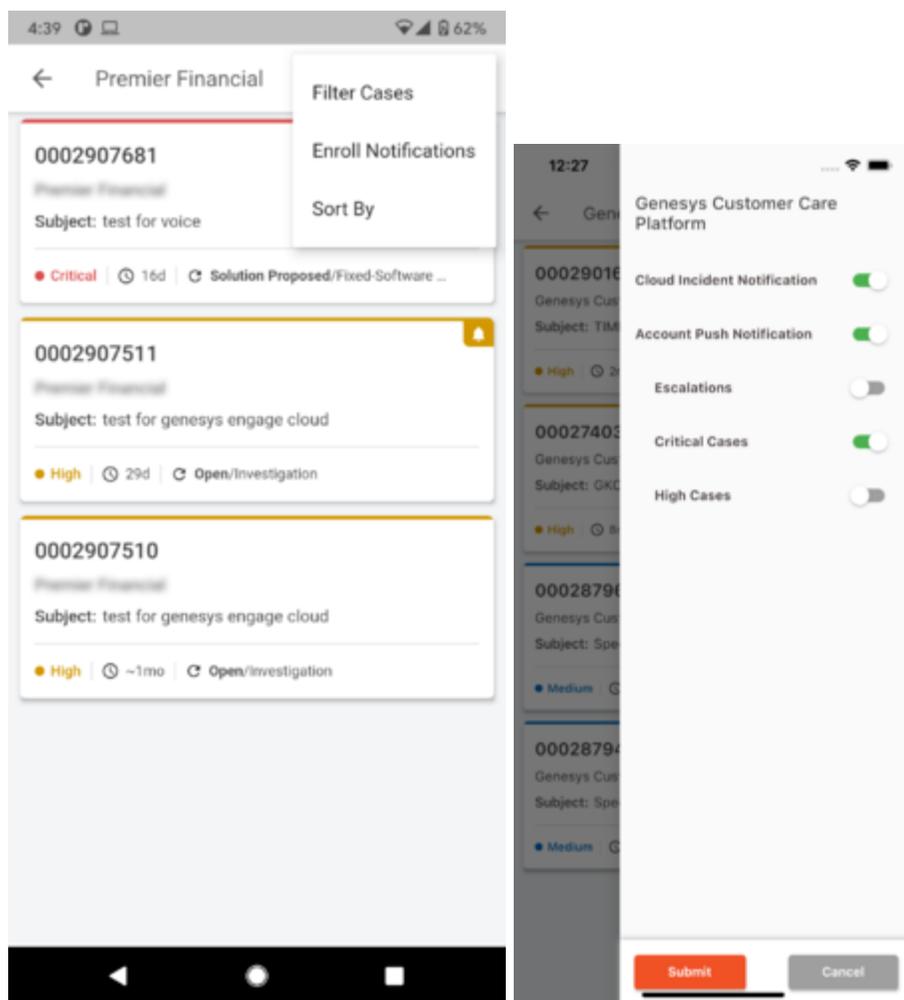
Users can subscribe to receive update notifications for all the company cases of an account through the **Accounts** screen.

Case Filter and Sort Option

User can use the filter and sort option to filter and sort the cases as similar to the All Case screen.

Steps to Subscribe/Unsubscribe

- Search for an account and mark it as favorite (optional). On the top right corner of the account screen, click the settings icon > Enroll Notification.
- Click the toggle “Account Push Notifications” to ON state.
- Select the categories for which you would like to receive notifications. The categories currently supported are,
 - New Escalations - By enabling this option, you will receive notifications if there are any escalation to the existing cases
 - New Critical Cases - By enabling this option, you will receive notifications if there are new critical cases created for this account
 - New High Cases - By enabling this option, you will receive notifications if there are new high cases created for this account
- Click on Apply. You will start receiving notifications from the app if any of the above conditions are met.
- By Default, the Account Push Notifications toggle option will be set to OFF including the sub- categories.
- To unsubscribe from the account's case updates, click the same settings icon and disable the New Escalations, New Critical Cases, and New High Cases toggle options as per your need. Disabling all three will in turn disable the Account Push Notifications toggle



Account Notification option

Cloud Incident Notification

You can subscribe to receive update notifications for Cloud Incidents for the cloud accounts that you have.

Steps to Subscribe/Unsubscribe

- Search for an account and mark it as favorite (optional). On the top right corner of the account screen, click the settings icon.
- Click the toggle “Cloud Incident Notifications” to ON state.
- On enabling account notification users will be able to receive the notification When cloud incident is created in Service Now for that account.
- By Default, the Cloud Incident Notifications toggle option will be set to OFF.
- To Unsubscribe, follow the same steps as above and toggle OFF the Cloud Incident Notifications. Once done, the users will not be able to receive the Cloud Incident Notifications anymore.

Cloud Incident Notification option

Important

The Cloud Incident toggle will be enabled ONLY if there is cloud deployment for the account. For the users having only premise accounts, the Cloud Incident notification toggle button will be disabled.

Alarms

If you are an on-premises user and have **Remote Alarm Monitoring with Workbench**, you will be able to access the Alarms and Alarm Notifications feature. You can view alarms and also set up alarm notifications.

Alarms Screen

You can view the Alarm Monitoring Screen by selecting Alarm monitoring from Application Menu from Home screen.

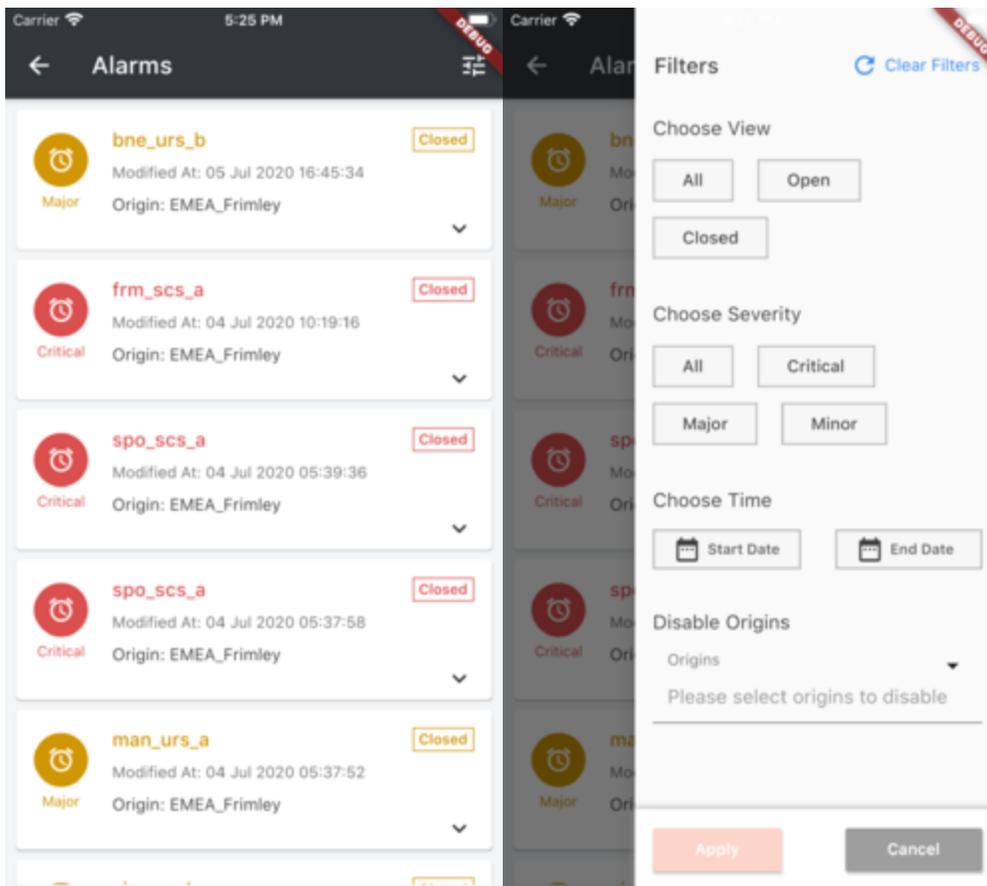
The Alarms list will populate based on a default view of all alarms by date received (descending order with most recent first). From the list, you will see a summary of key alarm information such as Alarm Severity, Server, App Name, Modified Date/Time, Description and Status.

Customizing the Alarms List View

You can also choose to customize the list of alarms that you wish to see on the List screen. The screen comes along with filtering option to filter the alarms based on various categories such as,

- Alarm Type - All/Active/Closed
- Alarm Severity - Critical/Major/Minor
- Time Interval - Start Time; End Time
- Disable Origin - List of server origins

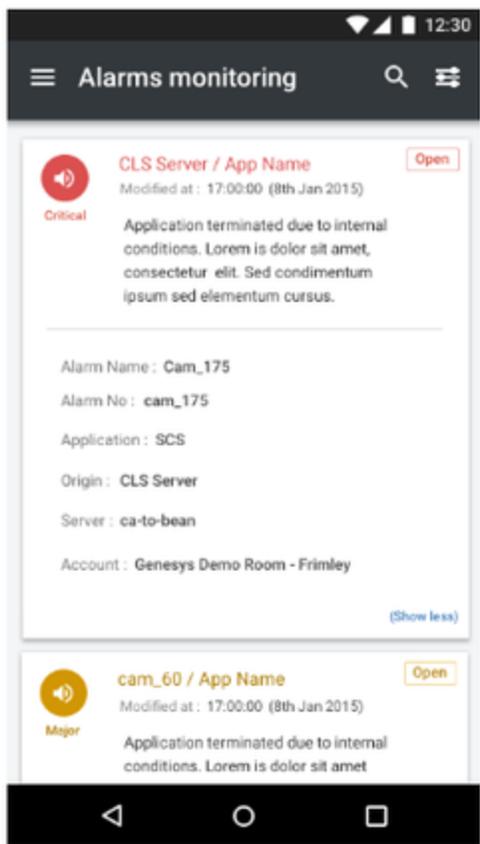
You can view the filters by selecting the menu icon in the top right corner or by swiping left from the Cases tab. Once selected and applied, you can use the Reset filter option to reset the alarm filters.



(left) Alarms List Screen, (right) Filter Alarms Screen,

Alarm Details

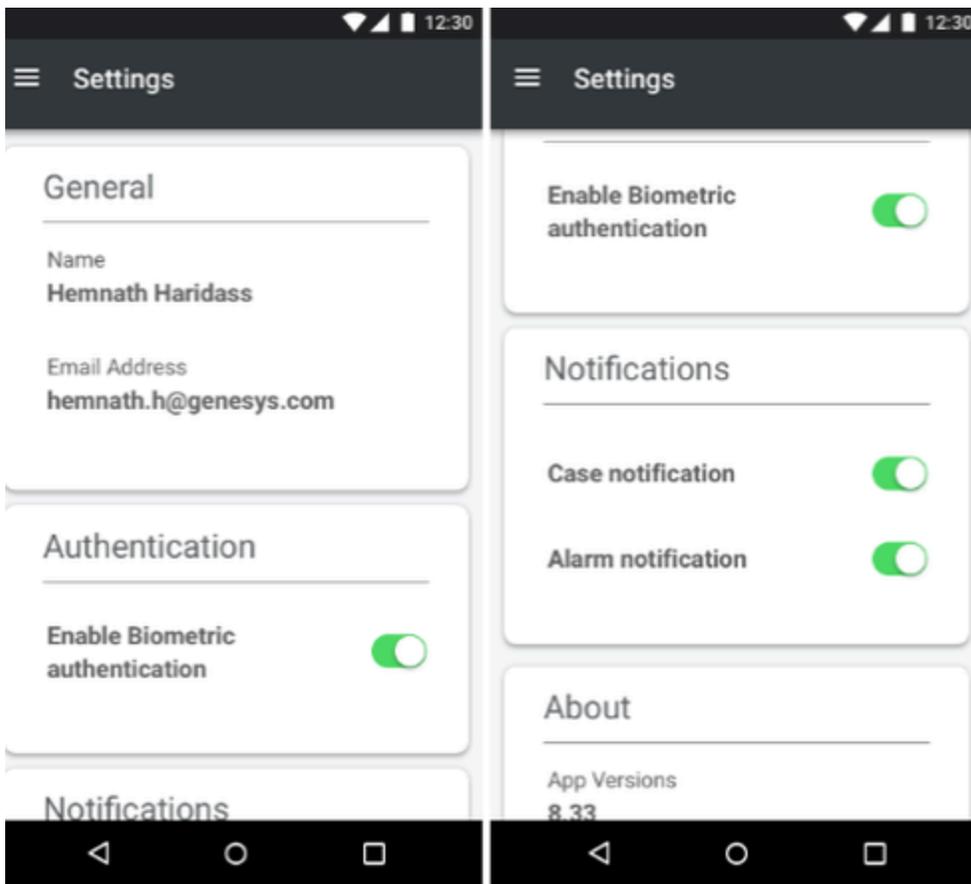
Tap on the alarm on the alarms list screen to view the details of that specific alarm. The alarm details will be populated as an expanded ribbon.

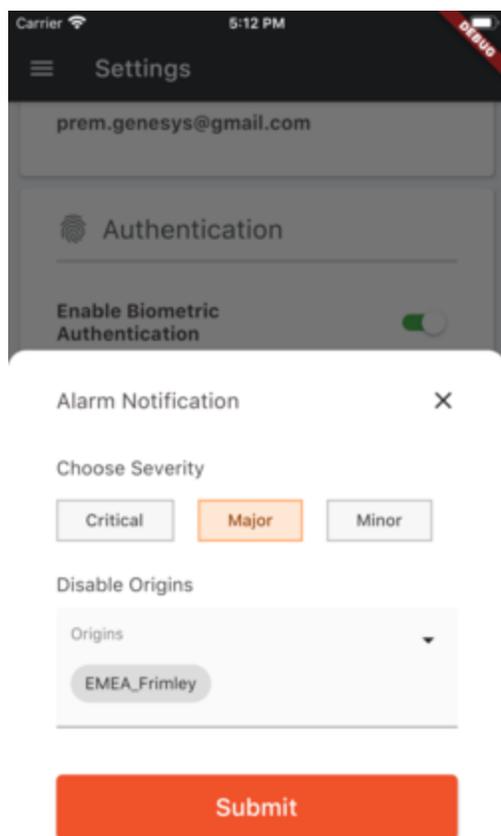


Alarm Details Screen

Alarm Notifications

Included with **Remote Alarm Monitoring with Workbench** is the benefit of receiving alarm notifications. To enable, tap the Menu icon ≡ and select Settings. From the Settings screen, select Alarm Notifications and then check the Enable Alarm Notifications box. You can also select which alarm severities to be notified about.



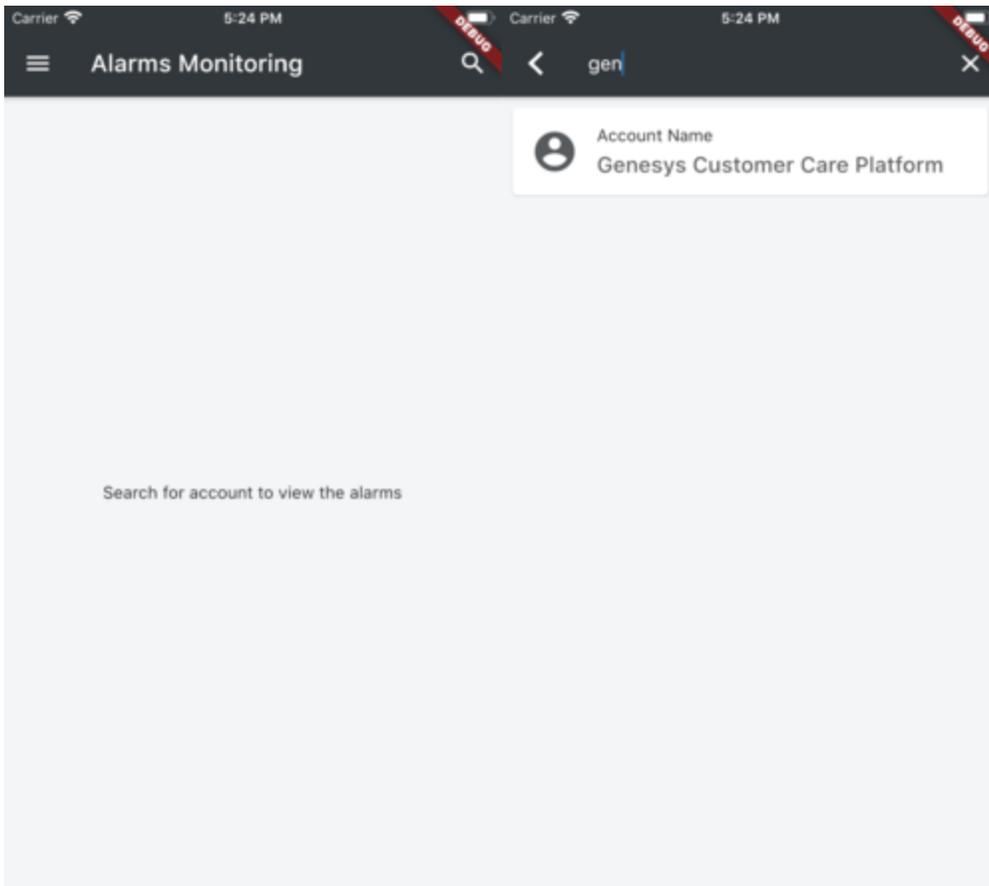


(left) Settings Screen and (right) Alarm Notifications Screen

Multiview Alarm List for Partners and Internal Users

If you are a Genesys Partner or Internal User managing more than one end user with Remote Alarm Monitoring, you can view all your customers and their active alarms.

The Alarms screen will not have a list but will have a search option. Search for the account for which the alarms need to be displayed. Select the account and you can view the list of alarms for the account.



Alarms Search for Accounts

Notifications Inbox

Just to keep you updated on the notifications, the Inbox will help you to view the past notifications you have received. You will be able to see the past 3 days of Notifications of all categories (Case Update, Alarms, Cloud Incident and Account Notifications). You can view the Notification Inbox by selecting the Application Menu - Notification Inbox. This loads the Notification Inbox screen with list of notification with below details for each notification

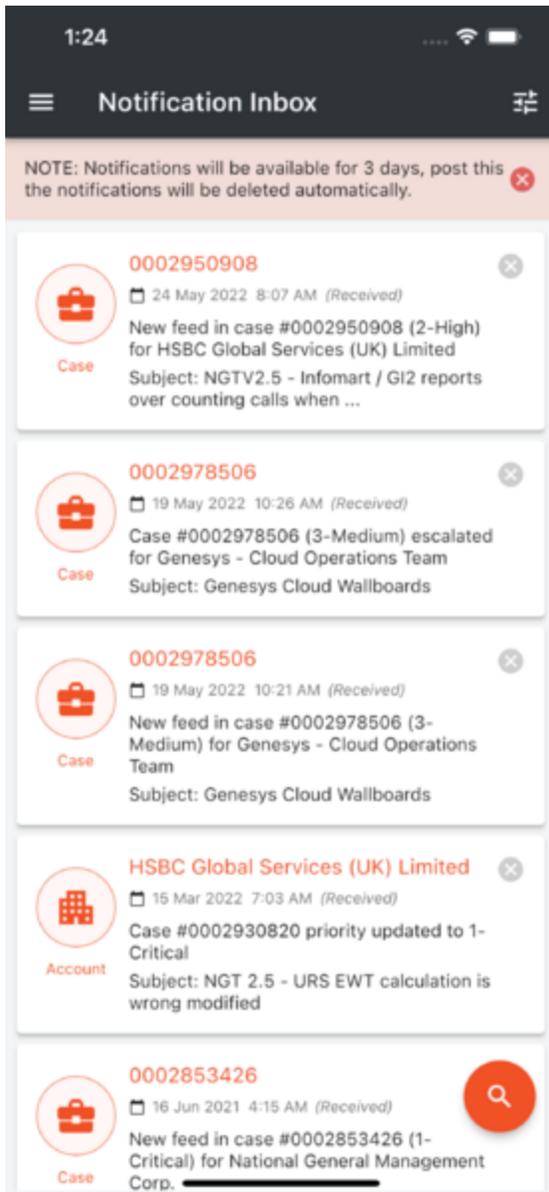
- Notification Subject
- Notification Type
- Notification Received - Datetime
- Notification Message

On click of the notification item, you will be redirected to the corresponding screens based on notification types.

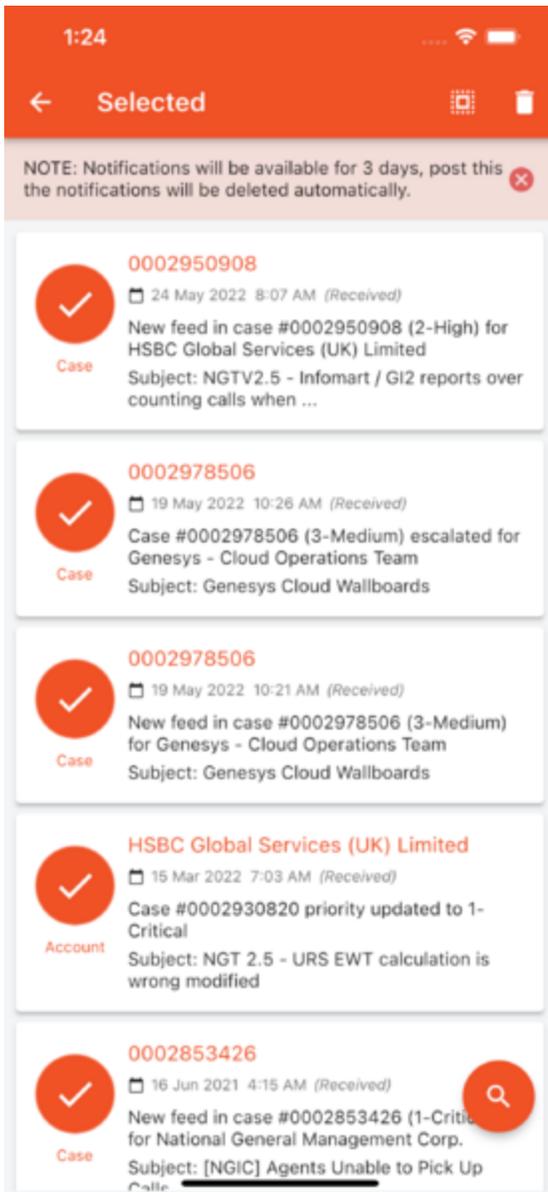
- Account Notification - Favorite - Account Screen
- Case Update Notification - Case Detail Screen
- Alarm Notification - Alarm Screen

Users will also be able to filter the notification by clicking the filter icon on the top right side of the screen. The filter can be applied on the following categories.

- Account Name
- Notification Type
- Account
- Case - Critical, High, Medium, and Low
- Alarm
- Cloud Incident
- DateTime Received - Start Date to End Date

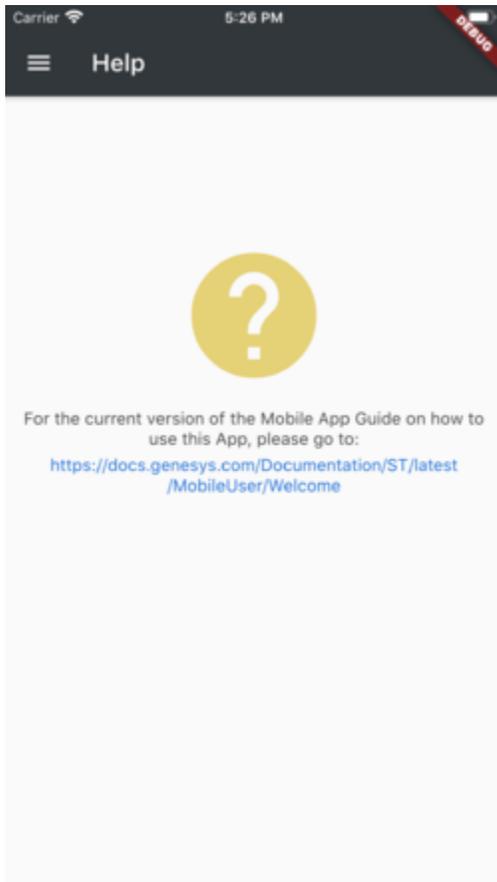


User can delete the notification item using delete icon in the notification item. By doing long press on a notification item, user can select multiple or all notification and delete them.



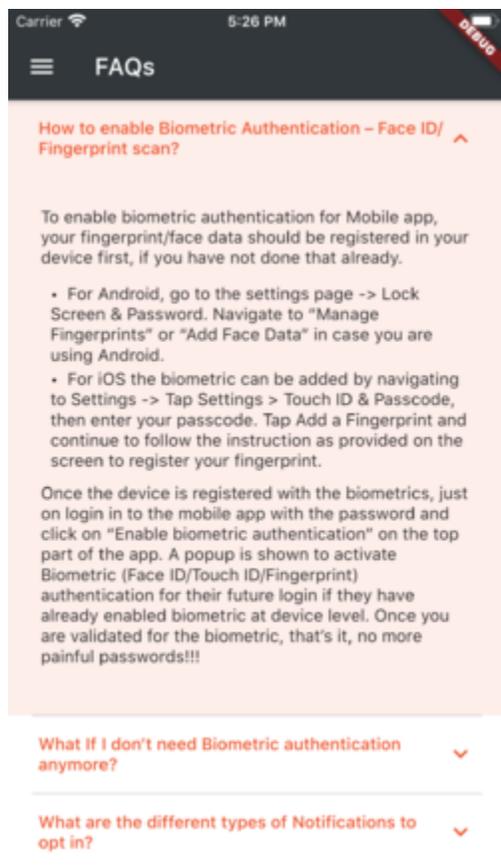
Help Screen

This screen helps you to refer the Mobile App guide. This is populated from Help option in Application Menu. This will load the mobile app user guide **User Guide** within the application.



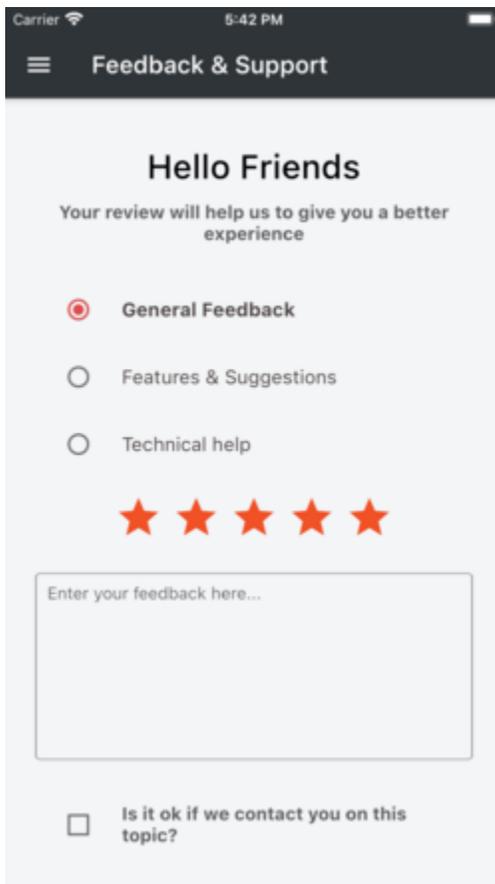
FAQ Screen

You can view the FAQs screen by selecting the Application Menu > FAQs. This screen has the frequently asked questions along with the Answers. On landing in this screen, you will be shown with the list of questions. On selecting the expandable icon, the answer for the specific question will be displayed.



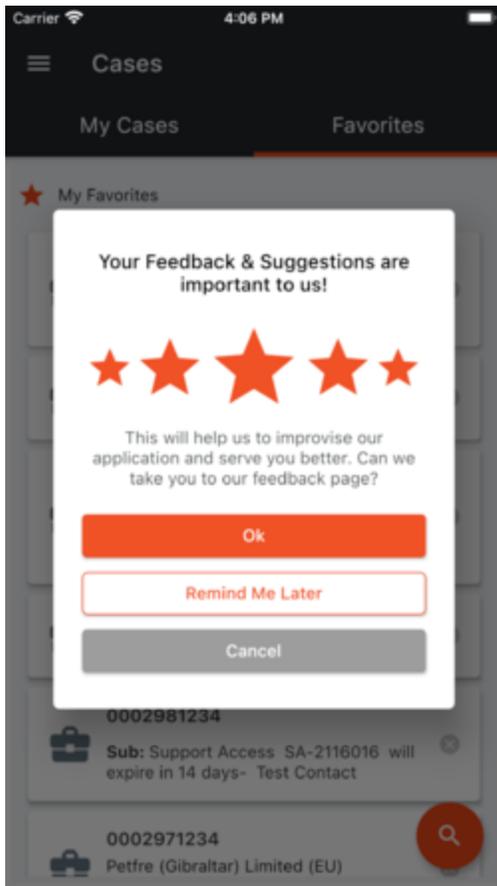
Feedback & Support Screen

Your feedback is utmost important to us. You can provide your rating and feedback using the Feedback screen so that we can consider that as General Feedback, Features & Suggestion or Technical help.



The screenshot shows a mobile application interface for the 'Feedback & Support' screen. At the top, there is a dark header with a hamburger menu icon on the left and the text 'Feedback & Support' in the center. Below the header, the main content area has a light gray background. It starts with the heading 'Hello Friends' in bold. Underneath, a message reads 'Your review will help us to give you a better experience'. There are three radio button options: 'General Feedback' (which is selected), 'Features & Suggestions', and 'Technical help'. Below these options is a five-star rating system with five orange stars. Under the stars is a text input field with the placeholder text 'Enter your feedback here...'. At the bottom of the form, there is a checkbox labeled 'Is it ok if we contact you on this topic?'.

Surprise feedback popup will be shown to the user in few of the app screens while they navigate in the application. On clicking Ok, user will be redirected to the feedback screen.

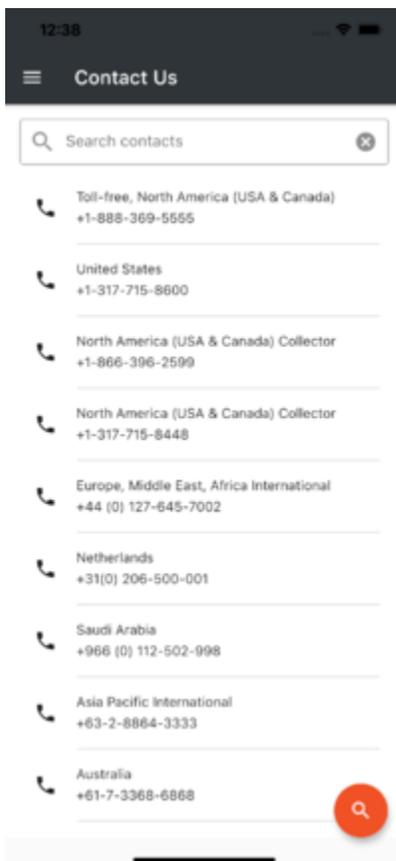


Contact Us

You can view the Contact Us screen by selecting the Application Menu > Contact Us option. This screen shows the list of phone numbers based on the regions for all the below platforms,

- Mutlicloud CX
- Genesys Engage
- Genesys Cloud CX
- Genesys DX
- PureConnect

You can search for phone numbers using the region names. On selecting any of the list item, it navigates the user to the default dialer screen from where users can place the calls to speak with an agent.



Troubleshooting

On-Premises & Cloud Users

If you experience any issues such as Authentication Failed, you can:

- Open a Support Case in My Support (select Product Category = Genesys Care Tools and Product = Mobile Application).
- Email **care.mobile@genesys.com**