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Customer Care Mobile Application User Guide

Functionalities

4/22/2025

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 &

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	*	*	*

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			