Support Processes for On-Premises Licenses

Support Definitions

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Support Definitions

Genesys Customer Care uses several key concepts to describe our relationships with Customers and Partners. These concepts are defined below.

Designated Contact

Every Genesys Customer and Partner must identify at least two contacts that will be given special access permissions to interact with Customer Care on behalf of one or more Sold To and End User combinations. Customer Care calls them **Designated Contacts**. They are the only customer or partner contacts who can open and manage Cases (by phone or web) and download Genesys software.

The Designated Contact policy helps Customer Care safeguard the security of Customer and Partner data and ensure that we are providing service and information about your account to contacts that should be representing your company. Assigning Designated Contacts to work with Customer Care also assists us in making sure that your contacts understand how to work with Customer Care effectively and are informed of critical Customer Care information. There are minimum requirements that must be met to be a Designated Contact. Please review the Designated Contact Requirements and Responsibilities in this document or in the Support Guide for On-Premises Licenses when selecting Designated Contacts for your account.

Sold To and End User Accounts

The **Sold To** is the Customer or Partner company that purchased Customer Care maintenance and support services with Genesys. This purchase is legally documented in a Service Contract.

The **End User** is the company that is using the Genesys products.

With a direct Customer, the same company is both the Sold To and the End User. In this case, the End User has a direct Service Contract with Genesys, and Designated Contacts at that End User can open new Support Cases, view and update their company's Cases, and download software updates for their company.

When the End User has purchased support through a Partner, only the Partner (the Sold To) is allowed to open and update Cases with Customer Care and download software on behalf of the End User. In this case, the End User has an indirect relationship with Genesys because the Partner owns the Service Contract and manages the relationship with Genesys on behalf of the End User.

Generally, the Partner provides initial support to the End User, and opens Cases with Customer Care on behalf of the End User only when the Partner is unable to solve the problem. For End Users who want to track Genesys cases opened on their behalf by their Partner, Customer Care can provide Read-Only access once approval has been granted by the Partner to contacts from the End User company.

Support Owner

The **Support Owner** is the company responsible for delivering support to the End User and managing the support interactions with Genesys. For a direct customer, this is the same company as the Sold To or End User. When the End User has purchased support through a Partner, the Support Owner may be the same as the Sold To. However, when the partner has contracted with another company to provide support for an End User, the Support Owner is that third party which is actually providing support. In all cases, the Support Owner is the main company working directly with Genesys Customer Care on behalf of the End User.

Service Contract

A **Service Contract** is the legal agreement between Genesys and a Customer or Partner company which entitles that company to receive product upgrades and support services for the Genesys products specified in the Service Contract. The Service Contract is also called a maintenance agreement.

Contact PIN

When you telephone Customer Care, you may need to identify yourself by a PIN. This is a personal identification number that is assigned to every Customer and Partner contact. This helps Customer Care identify you, which can help you get in touch with a skilled Customer Care analyst more quickly. Your PIN may be requested whether you are being routed through voice menus or are talking directly with an analyst.

In addition to requesting your Contact PIN, we will also verify if you are a Designated Contact. Only Designated Contacts will be allowed to open a new Case or work on an existing Case.

PINs will not be distributed by email for security reasons. You can find your PIN in your profile. After you login to **My Support**, click **Manage Profile** in the header and then the **My Profile** tile. If the PIN field is empty, please open an Admin Case.