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Support Processes for On-Premises Licenses

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5/6/2025

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When you selected Genesys, you gained a partner with the right tools and expertise to meet your business needs, along with a commitment to provide the industry's best customer experience. Genesys Care is designed to deliver on our commitment by elevating traditional support services and help you protect your mission-critical solutions, lower your operating expenses, and maximize uptime.

This document describes the **Genesys Care** offerings and provides guidelines for interacting with our Customer Care team to quickly address on-premises support requirements. It will provide you with guidelines on how to best interact with our Customer Care team to quickly address your needs.

For information regarding Genesys Care **Response, Restoration and Resolution targets** as well as information on roles and responsibilities when interacting with Customer Care, please read our [Support Guide for On-Premises Licenses](#).