



Custom Application Support Program Guide

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Genesys is the market leader in multi-channel customer experience (CX) and contact center solutions in the cloud and on-premises. We help brands of all sizes make great CX great business. The Genesys Customer Experience Platform powers optimal customer journeys consistently across all touchpoints, channels and interactions to turn customers into brand advocates. Genesys is trusted by over 4,500 customers in 80 countries to orchestrate more than 100 million digital and voice interactions each day. Go to www.genesys.com for more information.

Each product has its own documentation for online viewing at the Genesys Customer Care website or on the Documentation Library DVD, which is available from Genesys upon request. For more information, contact your sales representative.

Notice

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Introduction

Today's competitive market demands that your contact center operates at peak performance with maximum possible uptime. As new products and custom solutions are integrated into your contact center to meet changing business objectives, there is a further need for ongoing, expert support to ensure uninterrupted productivity.

As a result, customers expect Genesys to deliver ongoing support for the complete solution deployed, including integration work and/or custom code. Genesys has developed Custom Application Support as a component of Genesys Care, its maintenance and support program, to specifically address this need.

Genesys Custom Application Support provides timely and effective support for custom developed contact center applications and modules. It ensures optimal system performance, maximum uptime, and minimum business impact from unplanned outages. Complementing the Genesys Care suite of offerings, Custom Application Support provides a comprehensive end-to-end coverage model.

This Custom Application Support Program Guide includes guidelines for interacting with Genesys to quickly address support requirements for Custom Applications and Solutions as well as off-the-shelf Expert Apps from Genesys and its select partners.

Please note that this Program Guide does not supersede the terms and conditions defined in the in-force Master Services Agreement you executed with Genesys.

And finally, for the latest information on Genesys Customer Care, please refer to the Genesys Care online Support Guide at <http://www.genesys.com/customer-care>.

Genesys Custom Application Support

The Genesys Custom Application Support offering is an optional break/fix service that provides support plans for assistance with problem identification and resolution for customizations to Genesys Products, Expert Apps and other custom software provided by Genesys and its selected partners in context of a broader Genesys solution.

Benefits of Custom Application Support

Genesys Custom Application Support offers the following benefits:

- Expert support for your customized, mission critical contact center applications where Genesys products are integrated within the solution.
- Provides single point of contact and accountability
- Helps increase system availability and reduce downtime costs
- Facilitates faster problem identification and resolution

What's Included in Custom Application Support

Custom Application Support includes the following features:

- 24X7 access for critical issues and extended hours for non-critical issues as stated at the end of this Program Guide.
- Dedicated team integrated with broader Genesys Customer Care organization
 - Timely engagement of the “right” resources, triage and root cause analysis. Technical experts with in-house knowledge of your solution
 - Access to highly skilled experts able to resolve the immediate problem and devise the improvement plan forward. Ability to retain the expertise of what and how the custom solution operates and was built.
- Root cause analysis
- Impact assessment of new major releases and migration recommendations
- Source code and release management

What's not included in Custom Application Support

Genesys Custom Application Support does not include the following:

- Resolution of issues caused by customer's hardware malfunctions
- Customer owned non-Genesys or third-party applications (such as Agent Desktop CRM, Web Servers, Databases, Stored Procedures, Mainframes)
- Resolution of issues caused by customer maintained infrastructure (such as network, switch, DBs, Hosts)
- Applications that are not specifically contracted for and included on the entitled list of supported applications

- Applications that were modified by the customer or third-party outside of the agreed process (without knowledge and approval of Genesys Customer Care)
- Coverage for applications with lapsed support agreements
- Onsite assistance unless explicitly contracted (additional fees might be required)
- Coverage outside of “entitled” hours of operation

Optional Services

On occasion, you may need to gain access to Genesys subject matter experts to assist you with post deployment questions or additional work necessary to make adjustments or tuning of your Genesys environment such as, but not limited to:

- Moves, Adds, and Changes (MACs) – any modifications that do not change core functionality of the application (modify a call flow, add a menu, add/change a prompt, change a routing destination, change IP address, or add a trunk)
- Post-production usability analysis
- Review of application metrics/reports and provide recommendations for improvements
- Periodic reviews/audits of system operation/performance
- Consulting on best practices of application development/deployment
- System upgrades and configuration management
- System health check or network assessment

The optional services listed above are not included in the Custom Application Support service and must be contracted separately. For all Professional Services needs, please contact your Account Executive or Professional Services Manager.

Non-Genesys provided Third-Party Applications and Equipment

The Custom Application Support Agreement details the extent to which equipment and third-party applications may be used with the service. In general, if a customer uses any software and hardware not provided by Genesys, or not specified by Genesys in writing to be compatible with the service (“non-supported items”), the customer will be responsible for all risk and liability associated with the addition of the non-supported items. Unless agreed otherwise by Genesys in writing, non-supported items are outside the scope of Genesys’ obligation under the Agreement (including this Custom Application Support Program Guide), and Genesys shall have no liability in respect thereof.

Explanation of Custom Application Support Process

Custom Application Support service is provided by Genesys Professional Services in concert with the Customer Care organization as a seamless process managed through a single point of contact, the Customer Care support interface, and offered through a variety of channels including phone, email, and web.

When a customer reports a suspected application problem to Genesys, via phone or preferably through the Customer Care My Support web portal, a case is created in the Genesys case management system.

The Customer Care team then coordinates with the Custom Application Support team for the provisioning of information necessary to accurately categorize the problem. If it is determined that the problem is as a result of a Genesys licensed software problem, then the Customer Care team assumes responsibility for the case and resolves the issue according to Genesys support processes.

If the problem is confirmed as a custom application problem, the Custom Application Support team works on its resolution via a fix/work-around/patch. The changes are either loaded directly to the customer's lab or QA systems for final validation, or sent via FTP or other agreed means to the customer site. The customer is then responsible for migrating changes into its production environments.

Custom Application Support contact information and severity level explanations can be found at the end of this guide.

Identifying the Software at Fault for Custom Application Support

When creating a case to report an issue covered by Custom Application Support, it is important to identify the custom application or software at fault. For "Product Line," please select "Custom PS Applications" either via the web or voice self-service function. Genesys does not accept email to open a new case. When emailing about an existing case, please enter the case number in the email Subject line. For more information about opening and managing support cases, visit:

<http://www.genesys.com/customer-care/support-processes/support-case-management>.

In the "Case Description," please state this is a Custom PS Application followed by the name if known. For instance, if you are identifying an "Adapter," please name the adapter. If the software was developed specifically for you, such as a self-service application, please identify it using "Custom Software" and provide the name as known to your business such as "Payment System." Effective identification helps route to the appropriate Customer Care and Custom Application Support resources.

When to Contact Genesys Custom Application Support

Before you contact Genesys, please thoroughly review this Program Guide. Also, please be sure you have reviewed your customer responsibilities. The Genesys Custom Application Support team can assist you with the following types of situations:

- You have an issue with a custom application, customization made to core Genesys product, Expert Apps (formerly known as PS Assets) or other bespoke software utility or module that requires immediate attention to ensure that a production environment or lab system remains operational.
- You have post-deployment technical questions about the operation of supported Custom Applications or Expert Apps.
- You have change or enhancement requests related to Product Customizations, Custom Applications or Expert Apps.
- You are notifying us of important project milestones (such as switch upgrades, Genesys software upgrades, or production cutover dates) so that appropriate staff can be made aware of your plans.

For information about when to contact Genesys Customer Care, visit:

<http://www.genesys.com/customer-care/support-processes/working-with-customer-care/working-effectively-with-genesys/when-to-contact-cc-or-others>.

Customer Responsibilities for Custom Application Support

To ensure that your issue is resolved as quickly as possible, please review the following list of customer responsibilities for Custom Application Support. The Customer and Designated Contact responsibilities published on the Customer Care website also apply for Custom Application Support customers. Be sure that you have fulfilled these responsibilities before contacting Genesys. Failure to do so will result in delays or inability to provide problem resolution.

- You must be a Genesys customer and have an active Genesys Custom Application Support Service Contract in force.
- Your Support personnel must be on the list of Custom Application Support “Designated Contacts” to report a new Custom Application Support case or to update an existing case. Designated Contacts are defined in the Genesys Care online Support Guide: <http://www.genesys.com/customer-care/support-processes/cc-login/customer-care-key-concepts>.
- You must have a good technical understanding of your Genesys environment and business flow and either have responsibility to administer the custom application(s) or have access to resources that have such authority. Genesys will use the person who opened the ticket as the point of contact for all progress reports and resolution to issues.
- You must be able to specify the customized product, bespoke custom application or Expert App that you are using and appropriate version number(s) and the systems it interfaces with.

- You must be adequately trained, in accordance with the Master Services Agreement, to use the Services to which you subscribe.
- In addition to accurately describing the issue and its business impact, you will ensure the participation of key technical and business personnel so that requirements can be defined without delay and provide access to technical and functional subject matter experts on a timely basis to work in a collaborative manner with Genesys as needed to resolve the issue.
- You must provide relevant supporting documentation, as requested by Genesys to help us analyze your issue. This may include any current and planned environment configuration and network topology schematics, in addition to log and configuration files.
- You will be responsible for your network, switch, system, and database administration during the course of the issue resolution process. You must ensure that all servers, operating systems and LAN/WAN connectivity are operational and access is made available as necessary and warranted.
- You will provide a suitable test environment, as necessary.
- You must check that your Genesys license key files are current. Expired license key files may cause issues with various parts of your Genesys environment.
- You must be prepared to work with Customer Care to resolve your issue.
- Should Genesys personnel be granted high-speed remote access to your systems to conduct troubleshooting, perform root cause analysis and provide resolution for the reported issue, any specialized VPN software required will be provided to Genesys without charge.
- If you have requested “Critical Priority” (as defined below) for your issue, a trained Designated Contact must be available at all times to work with Customer Care on your Case.

For additional details on how to manage cases, become a Designated Contact, review customer requirements, use the Knowledge Base, and other related topics, please refer to the online Genesys Care Support Guide that is available at <http://www.genesys.com/customer-care>.

Assistance with Other Requirements

The following list provides contact information for requirements that do not pertain to Custom Application Support.

- Service pricing or quotations for Genesys products or services: Please contact your Account Executive or Professional Services Manager.
- Genesys Training or other Professional Services: Please contact your Account Executive or Professional Services Manager.
- Perform a general health check of your Genesys environment or learn about Genesys Network Assessment and its ability to adequately handle voice traffic: Please contact your Account Executive or Professional Services Manager.
- Issues with support of products or applications not provided by Genesys, such as switches, LANs, or PCs: Please contact the appropriate product vendor. If an issue crosses multiple vendors, Genesys Customer Care can be available to work with the other vendors, but you will need to facilitate this process.

- Issues with third-party applications supplied by the customer: Please contact the third-party that developed the application.
- Service architecture and design questions: Please contact your Account Executive or Professional Services Manager who can arrange for Professional Services to assist you.

Genesys Custom Application Support – Support Response Targets

Genesys will make every effort to provide service at the service levels defined below for customers who have an active Custom Application Support contract and a current service contract for maintenance.

Genesys shall respond to problems related to Custom Application Support based upon the severity of the problem and according to the following Support Response Targets. Time targets set out herein shall come into effect after Genesys acknowledges receipt of all relevant information that the customer is required to provide to Genesys, including:

- An accurate description of the problem
- A requested severity level for the problem
- A description of the circumstances that led to the problem

The assigned severity level for a case may be mutually re-determined by both parties during the resolution process, but Genesys shall have the final authority as to the case's severity designation.

The Restoration Target and Resolution Target terms used in the following Support Response Target tables are defined as:

- **Restoration Target** is the time in which a script, configuration change, procedure (such as reboot), or other action is provided to customer by Customer Care, or effectuated in the service to restore the service to operation. Restoration actions may not neutralize the root cause of the issue, but are designed to minimize the impact on service availability.
- **Resolution Target** is the elapsed time between when a case is logged and when Genesys provides a permanent or temporary correction that is accepted by the customer.

Table 1: Genesys Custom Application Support – Support Response Targets

Severity	Processed	Criteria	Response Target	Restoration or Resolution Target
Critical – Production Down	24X7	The End Customer's live production environment is down, causing a critical impact to business operations.	60 Minutes (Issues must be reported by telephone)	Genesys shall use all reasonable efforts to continue to work on the problem until service is restored.
Critical	24X7	There is a critical degradation of the End Customer's production or pre-production environment or major business application, causing a critical impact to business operations.	60 Minutes (Issues must be reported by telephone)	Genesys shall use all reasonable efforts to continue to work on the problem until it is resolved or a workaround is provided.
High	Business Hours	The End Customer's production environment is not down; however, there is a severe impact or degradation to business operations (such as degradation of service quality or intermittent disruption of service).	4 Business Hours	On receipt of a complete problem description, including the business impact and log/configuration files, Genesys shall use reasonable efforts to neutralize the problem or provide a workaround.
Medium	Business Hours	The business operations of the End Customer are noticeably impaired but are able to be continued (such as some degradation of service quality, impaired network functionality, or occasional disruption of service).	1 Business Day	On receipt of a complete problem description, including the business impact and log/configuration files, Genesys shall use reasonable efforts to neutralize the problem or provide a workaround.
Low	Business Hours	There is minimal impact on the business operations of the End Customer, or the End Customer requires information or assistance on Genesys product capabilities, system installation, or configuration.	1 Business Day	On receipt of a complete problem description, including the business impact and log/configuration files, Genesys shall use reasonable efforts to neutralize the problem or provide a workaround.

Contacting Genesys Custom Application Support

To obtain Custom Application Support, please contact Genesys Customer Care using the “Genesys Solutions Running on Customer Premises” contact information located on this web page: <http://www.genesys.com/customer-care/contact-us> . Genesys recommends that you *do not* report issues through any other contacts that you may have in the company as it will likely impede or prevent the timely resolution of your Case.

Remote Access

Genesys products are designed to enable Genesys Customer Care personnel to successfully troubleshoot problems without the need to access the customer's network where the Genesys software is installed. The Genesys Care policy on remote access is available here: <http://www.genesys.com/customer-care/support-processes/working-with-customer-care/remote-access>

On-site Support

Genesys Customer Care is a remote support service, offering customers a choice of using the web, email, fax, or the phone to request assistance and to communicate with Customer Care. To provide the best remote support possible, Genesys has made significant investments in staffing its support centers with product experts, in building out labs to replicate all types of problems, and in developing methodologies and tools for remote problem resolution. These investments over the years have paid off as problem resolution times are decreasing and there is very rarely a need to go on-site to resolve an issue. If both Customer and Genesys determine that onsite support is necessary, any travel and living expenses will be agreed with the Customer prior to incurring the expenses and Customer will issue a valid purchase order equal to the estimate. If it turns out that the problem is not caused by a Genesys software defect, then Genesys reserves the right to charge time and materials at then current rates.

Escalating Your Case

To request that your case be escalated, please use the Genesys Care escalation process located here: <http://www.genesys.com/customer-care/support-processes/support-case-management/escalating-a-case> . Genesys recommends that you do not escalate issues through any other contacts that you may have in the company.