



Business Edition Cloud Enterprise Edition Cloud

Gdemo Policy Document for Resellers

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CREATED BY: GENESYS BUSINESS & ENTERPRISE EDITION CLOUD OFFER MANAGEMENT AND TECHNICAL MARKETING

NOTICE

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ABOUT GENESYS

Genesys Telecommunications Laboratories, Inc. pioneered the field of Computer-Telephony Integration (CTI) and today is the leading provider of infrastructure independent contact centre solutions for the enterprise, service provider, and e-business markets. With its ability to integrate interactions across all media types, including the Web and traditional voice, Genesys software helps businesses provide a consistent customer interaction experience.

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The Genesys Demonstration Platform

The Genesys demonstration platform for Business and Enterprise Edition Cloud is part of Gdemo, the demonstration platform for all Genesys Solutions. It is a platform hosted by Genesys Technical Marketing out of a server room at Genesys headquarters in Daly City, California. Gdemo provides capabilities to demonstrate a subset of what is possible to sell at a given moment in time. The exact capabilities are provided separately in release notes and pre-recorded videos.

The Policy

- The reseller shall be provided remote access to a demo environment, to be hosted in the US and having the same characteristics as the environment used by Genesys sales
- The demo environment shall support 10 concurrent instances of the standard demo
- Each demo instance shall be provided with a local number (DID) in the country where the reseller is based, for a total of 10 DIDs (subject to availability)
- The annual subscription cost for the demo environment is USD 30k and is subsumed within the reseller Annual Program Fee
 - The cost of the DIDs are included in the fee (subject to availability of the DIDs; otherwise, the DIDs will need to be obtained by the reseller). The DIDs shall be standard geographic numbers.
 - Up to 10000 minutes of calls to numbers (calls from the demo platform in the US to numbers in the reseller's host country) are included in the fee (assumes a maximum of USD 0.10 per minute cost)
 - Additional subscriptions cost USD 30k per 10 instances annually
 - Additional minutes of use will be charged at the then-current rate
- A two-month lead time is required to set up a demo environment
- Demo environment branding is as follows:
 - Currently, the URL to access the demo environment is <reseller>.live.genesys.com. In the future, it may be possible to use the reseller's domain address.
 - A reseller logo may be placed on every web page of the demo. The reseller is responsible for providing the logo free-of-charge for placement on each of their instances. Logo details:
 - Color or black-and-white
 - JPEG, PNG or TIF format (high resolution)
- Each instance of the demo environment supports a maximum of 10 configured agents and a total of 20 total users. It is not a test, development or load testing environment and may not be used for these purposes.
- The demo environment shall be upgraded as per the normal upgrade schedule for all demo environments, normally on a quarterly basis. The cost of the upgrades is included in the reseller Annual Program Fee.
- Support is provided on an 8x5 basis, Monday through Friday, 8am-5pm Pacific Time in the US, excluding holidays. The support cost is included in the reseller Annual Program Fee. Do not call Genesys Customer Care for support of the demo environment.
 - Please send support requests to: tm@genesys.com
- There is no SLA for the demo environment, but Genesys will endeavor to keep the environment up and running continuously. There are no penalties associated with any environment downtime.
- Only certified reseller users may use the demo environment. Certification is based on the reseller training program outlined separately.

- No reseller software can be installed on the demo environment
- Genesys shall not provide any equipment or support as required by the reseller to connect to the demo environment, including, but not limited to phones, data network equipment, telephony equipment, computers, tablets, etc.