

Support Guide for Cloud Resellers

End User Cloud Subscriptions

PureEngage Cloud
Premier Edition
(including Self-Service)
Outbound Engagement (including Mobile Marketing)
Social Analytics

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1 About Genesys Care for the Cloud

Support, also known as “Genesys Care for the Cloud” is focused on your Support experience through a global, live answer 7X24 Support model and is provided as described in this Support Guide, and the Reseller Cloud Agreement (or Addendum) (including defined terms therein, unless hereunder otherwise defined or commonly recognized in the technology industry) (“Agreement”) you have executed. This Support Guide will set forth the Genesys Support obligations such as Customer Care response requirements, incident communication obligations and maintenance windows. Also included is the description of Reseller’s required participation to enable Customer Care to provide Support as effectively and efficiently as possible. Information concerning contacting Customer Care, opening and managing Support case and other “how to” interact with Customer Care questions are answered in the [Support Processes for Cloud Resellers](#) document located in our Genesys Documentation site (requires login to [My Support](#), the [Partner Portal](#), or Genesys Cloud).

Genesys offers three Support packages: **Care for Cloud**, **Business Care for Cloud**, and **Pure Success**. Please contact your Genesys Representative or visit [Genesys Care](#) for more information. Genesys will target its response to Support issues in accordance with the following Response Time Targets.

Table 1: Care for the Cloud Response Time Targets

Severity	Care for Cloud	Business Care for Cloud and Pure Success
1-Critical	<p>Definition: A severe impact or degradation to End User’s business operations caused by intermittent disruption of Genesys Cloud Service.</p> <p>Report: My Support and by telephone *</p> <p>Response Target: 4 hours</p> <p>Restoration Target: 6 hours</p> <p>Resolution Target: 15 business days</p>	<p>Definition: A severe impact or degradation to End User’s business operations caused by intermittent disruption of Genesys Cloud Service.</p> <p>Report: My Support and by telephone *</p> <p>Response Target: 15 minutes</p> <p>Restoration Target: 4 hours</p> <p>Resolution Target: 15 business days</p>
2-High	<p>Definition: Genesys Cloud Service is available and operational; moderate impact to End User’s business operations.</p> <p>Report: My Support</p> <p>Response Target: 6 business hours</p> <p>Restoration Target: 4 business days</p> <p>Resolution Target: 15 business days</p>	<p>Definition: Genesys Cloud Service is available and operational; moderate impact to End User’s business operations.</p> <p>Report: My Support or by Telephone</p> <p>Response Target: 2 business hours</p> <p>Restoration Target: 2 business days</p> <p>Resolution Target: 15 business days</p>
3-Medium	<p>Definition: Genesys Cloud Service is available and operational; nominal and immaterial adverse impact to End User’s business operations.</p> <p>Report: My Support</p> <p>Response Target: 1 business day</p> <p>Restoration Target: 10 business days</p> <p>Resolution Target: 30 business days</p>	<p>Definition: Genesys Cloud Service is available and operational; nominal and immaterial adverse impact to End User’s business operations.</p> <p>Report: My Support or by Telephone</p> <p>Response Target: 4 business hours</p> <p>Restoration Target: 5 business days</p> <p>Resolution Target: 15 business days</p>

<p>4-Low</p>	<p>Definition: Genesys Cloud Service is available and operational; no impact to End User's business operations or End User requires information or assistance on the Genesys Cloud Service capabilities or configuration.</p> <p>Report: My Support Response Target: 2 business days Restoration Target: Not Applicable Resolution Target: Not applicable</p>	<p>Definition: Genesys Cloud Service is available and operational; no impact to End User's business operations or End User requires information or assistance on the Genesys Cloud Service capabilities or configuration.</p> <p>Report: My Support or by Telephone Response Target: 1 business day Restoration Target: Not Applicable Resolution Target: Not applicable</p>
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* For **critical issues** requiring immediate attention, you must submit the case using **My Support** first with a “High” priority, and then call Customer Care to raise it to “Critical” priority. Genesys recommends that you do not escalate issues through any other contacts that you may have in the company.

1.1 Definitions

The Response Time, Restoration Target and Resolution Target terms used in the following Service Level Target tables are defined as:

- **Response Target** – Initial response to Reseller after the case has been submitted.
- **Restoration Target** – The time in which Genesys makes reasonable efforts to generally return a Genesys Cloud Service to active or implement an effective workaround for 95% of related issues. Restoration Targets may not neutralize the root cause of the issue, but are designed to minimize customer downtime.
- **Resolution Target** – The elapsed time between when a case is logged and when Genesys makes reasonable efforts to provide Reseller with a solution or workaround to the root cause of the issue.

Customer Care shall use all reasonable efforts to continue to work on the case to provide a restoration action, resolution repair or workaround to Reseller.

1.2 Severity Codes Criteria

The characteristics set forth in the above Table 1, are used to identify the criteria for each severity/priority of an End User case. The assigned severity level for a problem may be mutually re-determined by both Genesys and Reseller during the problem resolution process, but Genesys shall have the final authority as to the actual designation.

2 Incident Report (Critical and High Severity Issues)

Once the issue has been resolved, and End User is back to Business as Usual (BAU) (“Service Resolution”), Genesys will work to schedule a “post-mortem” meeting for critical and high severity issues, when applicable. Subject to availability, the meetings will take place as follows: Critical severity issues-2 business days from Service Resolution; and, high issues-5 business days from Service Resolution. Meetings regarding Critical severity issues will include discussion of the root cause analysis. Within 3 business days of the post-mortem meeting, if requested by Reseller in writing, an Incident Report will be provided to Reseller setting forth a written explanation, the purpose of which is to provide additional detail about the outage and steps required to address the root causes of the issues. This report will be known as an “Incident Report.”

3 Maintenance Windows and Updates

From time to time, Genesys may upgrade and perform additional modifications to the Genesys Cloud Service including, but not limited to, replacing or discontinuing third-party products that are part of the Genesys Cloud Service. In no event will updates, modifications, discontinuations or replacements diminish or otherwise derogate from the Genesys Cloud Service Subscription that has purchased on behalf of an End User. End User may use all the commercially released updated and modified versions of the Genesys Cloud Service that are part of End User’s Subscription without extra payment during the then-current Subscription Term.

The Genesys Cloud Service daily planned maintenance window is set forth in Table 2 below and will be performed on the days and time specified in the table. Maintenance activities may impact End User's ability to use the Genesys Cloud Service. Genesys will make reasonable efforts to prevent disturbances and/or resolve timely such malfunctions. To this end, Reseller, on the End User’s behalf, may ask Genesys to reschedule such planned maintenance to avoid business disruption, and Genesys will make commercially reasonable efforts to reschedule such planned maintenance, as practicable. Without notice to Reseller and/or End User, Genesys reserves the right to perform unplanned maintenance, inclusive of, without limitation, upgrades and enhancements. At any time, unplanned maintenance may impact End User's ability to use the Genesys Cloud Service, including suspension of the Genesys Cloud Service in an event of emergency, to safeguard the integrity and security of its network and/or repair or enhance the performance of its network (and/or otherwise in accordance with the Agreement). Genesys will make commercially reasonable efforts to attempt to notify Reseller of unplanned maintenance, within a reasonable time before it takes place.

Table 2: Daily Maintenance Windows

Genesys Cloud Service	Days	Time
Outbound Engagement (including Mobile Marketing)	Tuesday & Thursday/Sunday	12:00 am – 3:00 am/12:00 am – 5:00 am (EST)
Premier Edition (including Self-Service)	Tuesday, Wednesday, Thursday	10:00 pm – 5:00 am (EST)
PureEngage Cloud	Tuesday & Thursday	12:00 am – 6:00 am (Local time)
Genesys Social Analytics	Tuesday – Thursday	10:00 pm – 5:00 am (EST)

4 Case Management

Reseller must report all End Users issues to Customer Care in accordance with Table 1, “Response Time Targets.” All issues reported to Customer Care are tracked in [My Support](#). For information on [My Support](#), and other information on contacting Genesys Customer Care, including case management and other support processes, please access our [Support Processes for Cloud Resellers](#). Before reporting issues, please note Reseller Responsibilities in Section 4.1.

4.1 Reseller Responsibilities- Level 1 Support

To ensure that End User’s issue is resolved as quickly as possible, please review the following list and be sure that you have fulfilled these responsibilities before contacting Customer Care. Failure to fulfill these requirements may result in delays or inability to provide problem resolution.

- Reseller is responsible to provide first-level support to End User (documenting all actions taken), which includes:
 - taking the first call from the End User;
 - answering questions;
 - handling problem screening and basic diagnostics to assess if the issue is with the Genesys Cloud Service, and clearly identify the issue;
 - reproducing the problem, identifying the business impact to End User, by consulting:
 - the built in Help sections within the Genesys applications
 - the User Guide and Support FAQs
 - Service Advisories on [My Support](#)
 - When the issue is related to Third-Party Applications*, and/or the issue is not related to the Genesys Cloud Service, Reseller is responsible to resolve the issue.
 - The Reseller must employ and identify at least two Reseller personnel, referred to as “Designated Contacts,” who will be given special permissions to interact with Customer Care on Reseller’s behalf.

Each Designated Contact:

- must be willing to work with Customer Care to resolve the issue;
- have and maintain a complete technical understanding of End User's technical infrastructure, network, applications, campaigns and business flow;
- open and update cases, providing all information required on **My Support**;
- provide to Genesys an accurate description of the issue and the business impact of the issue to End User, including a description of what and when it went wrong, and any non-Genesys changes to the End User's technical environment;
- shall electronically transfer information (for example, screen shots, local log files, configuration files, etc.), if any, devoid of End User's Customer Data , to enable Customer Care to analyze the issue; and,
- must be available at all times to work with Customer Care in the handling of Critical cases.

*Third-Party Applications are third party, Reseller or End User-developed online, Web-based applications and offline software products that are provided by Reseller, End User or third parties, that may or may not interoperate with the Genesys Cloud Service.

4.2 Reseller Responsibilities- Case Details

Regardless of the medium of communication (phone or **My Support**), a Designated Contact will be required to provide the following information when opening a new case:

- Account Name / Department or Area (End User Account)
- The Cloud Service or Genesys Cloud-Based Product affected
- Number of Users affected
- Frequency of occurrence and date/time when issue was first observed
- Business impact description
- Any steps that have been taken to reproduce the problem
- Any additional information regarding the nature of the trouble including (if applicable for the product you are using), DNs, User information, ANI/CLI, Equipment, Communication Circuits affected, campaign name, report name, etc.
- If applicable or available, attach sanitized logs of issue for faster troubleshooting (logs must be sanitized of End User's Customer Data)
- Customer Care Specialist may ask additional application specific questions to assist in isolation
- Local contact information
- Working hours and location of impacted User(s)

5 Professional Services

All changes to a Statement of Work follow the Change Request process described in the applicable SOW and are not processed via Customer Care.

6 Move/Add/Change/Delete (MAC/Ds)

If the applicable End User is a PureEngage Cloud customer you may request a MAC/D through Customer Care, by submitting a Service Request.. For information on how to submit a Service Request, please reference the [MAC/Ds section](#) in the [Support Processes for Cloud Subscriptions](#) document located in our Genesys Documentation site (requires login to [My Support](#) or Genesys Cloud).

If you are a Premier Edition Cloud or an Outbound Engagement customer, please submit all MAC/D requests to your Customer Success Manager (CSM).

7 Feature Requests

When you have a suggestion for a new Genesys Cloud platform feature or functionality, you can submit a Feature Request (FR) in [My Support](#). For information on how to submit a Feature Request, please reference the [Feature Request section](#) in the [Support Processes for Cloud Subscriptions](#) document located in our Genesys Documentation site (requires login to [My Support](#) or Genesys Cloud).