



Genesys Care

My Support Information Guide for PureEngage On-Premise

Updated January 2019

Table of Contents

	<u>Page</u>
◦ About the Information Guide	3
◦ Genesys Knowledge Network	4
◦ Quick Tips: What to do	5
◦ My Support Login	6
◦ Request a My Support Account	7
◦ My Support Dashboard	8-10
◦ My Cases	11
◦ Where to find Support Content	12-13
◦ Apps & Tools	14-29
◦ Community	30
◦ Knowledge Base	31
◦ Tech Tutorials	32
◦ Software Downloads	33

	<u>Page</u>
◦ Before Opening a Support Case	34
◦ Opening a Support Case	35-38
◦ Managing Support Cases	39-44
◦ Re-opening a Closed Case	45
◦ Feature Requests / Product Ideas Lab	46
◦ Managing Feature Requests	47
◦ Managing your Support Profile	48-49
◦ Viewing Your My Support Access	50-51
◦ Opening an Admin Case	52-53
◦ Case Escalation	54
◦ Appendix: Support Case Priority Levels and Processes	55

About the My Support Information Guide

- This guide gives you quick, visual tips on the features of My Support (the Customer Care Portal) including how to open and manage Cases.
- Please refer to the Support Guides and Support Processes for full details on service level targets and how to work with Customer Care, including Case Management.
- You must also be a Designated Contact to open Cases. Please visit our [FAQs](#) for more information.

Genesys Knowledge Network

GENESYS | Knowledge Network PureEngage Sign In

Welcome to the Genesys Knowledge Network

This is your product command center. Explore the Genesys community, training, help, and more.

PureCloud PureConnect PureEngage

On-Premises Community (most recent)

- RE: PULSE : Update shared Dashboard copy not distr...
By: Eystein Kylland, 10 hours ago
This is normal behavior. When you open a...
- PULSE : Update shared Dashboard copy not distribut...
By: Riccardo Paoli, a day ago
Hello everyone, we noticed that if a Use...
- RE: PULSE : Display Targeted Skill
By: Daniel Hilaire, 4 days ago
Nelson, First make sure that Router...

Useful Links

- What is ACD?
- Industry Terms
- Webinars
- Best Practices
- Customer Experience Professional Accreditation Course
- CX Masters Series

On-Premises Release Notes

- PureEngage Release Notes
Read more

- The [Genesys Knowledge Network](#) demystifies the task of navigating a maze of portals and empowers you to be more independent and efficient. This all-in-one portal is your access point to everything Genesys.
- If you're a Designated Contact for Genesys, go to know.genesys.com and sign in. The Genesys Knowledge Network knows who you are, what you bought, and only shows you what's relevant depending on whether you have PureCloud, PureConnect, or PureEngage. Your content includes product-relevant Community posts, a link to your My Support page for Case Management, billing information, your PureSuccess token count, contact information for your CSM or Genesys Advisor, and much more.

Quick Tips: What to do

Problem with the operation of Genesys products in production	Submit a Support Case in My Support or call Customer Care*
Report a severe impact or degradation to business operations	Call Customer Care for immediate evaluation*
Post-production technical questions about the operation of your Genesys application	Submit a Support Case in My Support or call Customer Care*
Problem with Genesys Care tools or the mobile app	Submit a Support Case in My Support or call Customer Care*
Problem with your custom professional services application	Submit a Support Case in My Support or call Customer Care*
Requesting My Support access level change and other actions regarding my account	Login to My Support and select My Support Access from the bottom left
Changes with My Support profile such as updates to email address or phone numbers	Login to My Support and select My Profile from the bottom left
My Support functionality issues	Submit an Admin Case in My Support
Product does not show in drop-down list	
File upload/download issues when using "File Transfer" function	

Problems with My Support login	Email Customer Care customercare@genesys.com
Information required for product pricing or a quotation	Contact your Account Executive
You have anticipated application or product additions	
Changes regarding the status of your Genesys account	
You have architecture or design questions	
Billing concerns	
Existing Case follow-up	Post updates to the Case in My Support. Or, reply to an Email originated from the Case which includes a special Reference ID, which will tie any reply back to the Case.
Product change or Feature Requests (FRs)	Submit a change request in the Product Ideas Lab. Update existing FRs in My Support .
Questions about Genesys Care	Contact your Genesys Care Representative
*Visit www.genesys.com/customer-care/contact-us for Customer Care phone numbers	

My Support: Login from the Customer Care Website

<http://www.genesys.com/customer-care>

GENESYS | My Support

Log In Get Started FAQ Documentation Contact Us

Our Customer Care Communications Portal

LOG IN GET STARTED

Username

Password

Log In

Forgot Password?

Need Help? [Contact Us](#)

Have Questions? [View Now](#)

View our FAQ page [View Now](#)

Product Documentation

PureCloud PureConnect PureEngage

GENESYS Are you a Customer Experience Expert? [Take the CX Quiz](#)

My Support Login

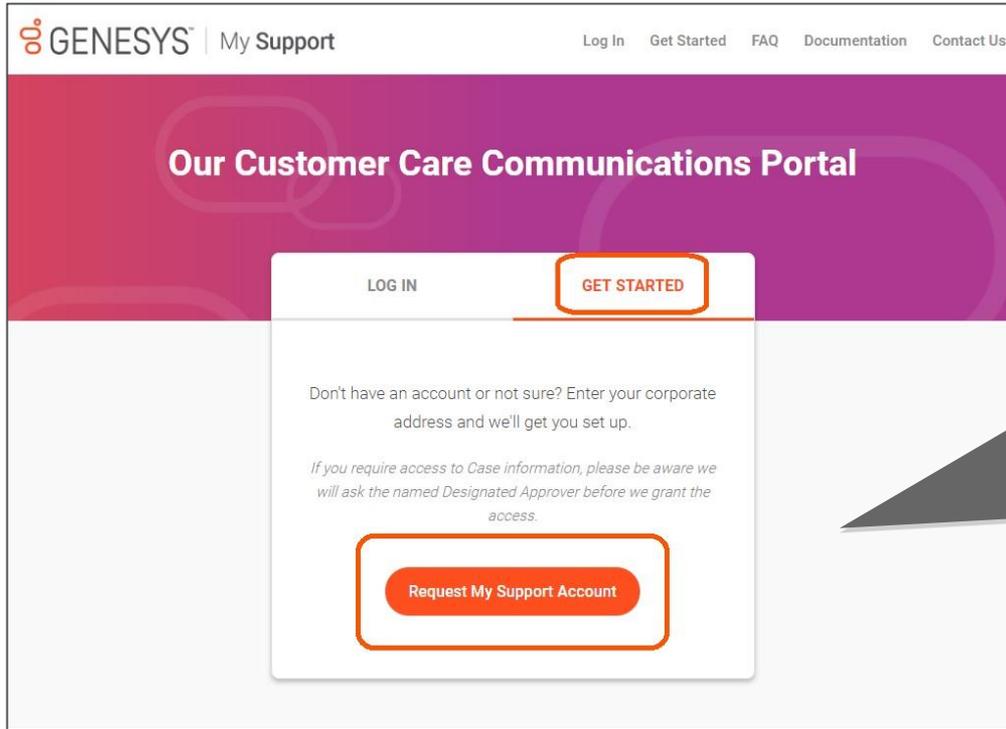
Login to My Support for:

- Support Information
- Case Management
- Knowledge Search
- Community
- Product Documentation
- Tech Tutorials
- Genesys Care Apps & Tools
- Customer Care News and Product Advisories

From this page, you can also:

- Contact Customer Care
- View our FAQ page
- Visit the Product Documentation sites

My Support: Request an Account



<http://www.genesys.com/customer-care>

Request My Support Login

- Select 'Get Started'
- Select 'Request My Support Account'
- You will be asked to provide your corporate email address

Three My Support Access Levels:

- Basic Access
- Read-Only
- Read-Write (Designated Contact)

My Support: Dashboard

The screenshot shows the 'My Support' dashboard interface. At the top, there is a navigation bar with the Genesys logo and 'My Support' text. To the right of the logo, there are links for 'My Cases', 'Dashboard', 'Announcements', 'FAQ', and 'Documentation'. A user profile icon and the text 'Welcome,' are visible in the top right corner. Below the navigation bar, there is a prominent orange button labeled 'Continue to your Dashboard >'. Underneath this button, the section 'Recent Announcements:' is displayed, featuring three columns of content:

- Security Advisories & Support**
 - January 8, 2018: Security Advisory: Genesys Response to Meltdown and Spectre (PureEngage, PureConnect, PureCloud)
 - November 10, 2017: Security Advisory: Genesys Widgets (PureEngage)
 - October 13, 2017: Security Advisory: Apache Struts Remote Code Execution (PureEngage)
- Tech Tutorials**
 - January 24, 2018: Tech Tutorial #109 - Implementing WSDL in Composer Web Service Block by the Telephony Product Support Group (PureEngage)
 - February 2, 2018: Please enter Survey on Topics for next Tech Tutorial from Reporting and Analytics product support group (PureEngage)
- News & Events**
 - December 14, 2017: Improvements to Feature Request (FR) Process (PureEngage)
 - November 8, 2017: Genesys Customer Care Platform Continues to Expand! (PureEngage, PureConnect, PureCloud)
 - October 26, 2017: New rules that apply when updating an Open Case by Email (PureEngage, PureCloud)

Select 'Continue to your Dashboard' to access the My Support Quick Links

Security Advisories and Support Articles, Tech Tutorials, and Featured News and Events will display on the page after login.

My Support: Dashboard

The screenshot displays the 'My Support' dashboard for GENESYS. At the top, there is a navigation bar with 'Welcome,' and a dropdown menu. Below this, the main content area is titled 'My Support | PureEngage On-Premises'. A dropdown menu is expanded from 'PureEngage On-Premises', listing options: PureEngage On-Premises, PureEngage Cloud, PureConnect On-Premises, PureConnect Cloud, and PureCloud. The dashboard features several quick links represented by icons: Cases, Downloads, Feature Requests/Product Ideas Lab, Community, Tech Tutorials, and Activation File Request. Search bars for 'Knowledge Search' and 'Case Search' are also visible.

If you have access to multiple product Dashboards, you can switch between them by expanding the drop down list and selecting one product or another.

Access many My Support features from the Dashboard. The Quick Links displayed will depend on your level of Support Access.

My Support: Dashboard

The 'My Cases' quick link gives you one-click access to your current Non-Closed Cases consolidated on one page

The screenshot shows the GENESYS My Support dashboard. At the top, there is a navigation bar with the GENESYS logo and 'My Support' text. A 'Welcome,' dropdown menu is visible on the right. The main navigation menu includes 'My Cases' (highlighted with a red box), 'Dashboard', 'Announcements', 'FAQ', 'Documentation', and 'Contact Us'. Below the navigation bar, there is a search bar with 'Knowledge Search' and 'Case Search' (highlighted with a red box) options. The search bar contains the text 'Search the Knowledge Base' and a magnifying glass icon. The dashboard is organized into a grid of icons representing different support categories: 'Cases' (folder icon), 'Knowledge' (book icon), 'Community' (people icon), 'Support Info' (headset icon), 'Downloads' (download icon), 'Apps & Tools' (grid icon), 'Tech Tutorials' (code icon), 'Activation File Request' (award icon), and 'Feature Requests/Product Ideas Lab' (hand pointing to screen icon). A large lightbulb icon is faintly visible in the background.

Select 'Case Search' to quickly search for Cases using Case Number or Keywords

My Support: My Cases

GENESYS | My Support

My Cases | Dashboard | Announcements | FAQ | Documentation | Contact Us

My Support | PureEngage On-Premises

PureEngage On-Premises

Knowledge Search | Case Search

Search the Knowledge Base

Knowledge

Downloads

Apps & Tools

Feature Requests/Product Ideas Lab

Quickly locate all your Non-Closed Cases using the 'My Cases' quick link

The 'My Cases' list includes Non-Closed Cases that satisfy the following criteria:

- Cases Contact = Logged in user of My Support
- Case Types: Support Case, Service Requests (including Data Privacy requests), Feature Request, or Admin Cases
- Product lines: PureEngage On-Premise, PureEngage Cloud, PureConnect On-Premise, PureConnect Cloud, PureCloud, or non-product specific (i.e. Admin Cases)
- Sort Order: most recently updated Cases on top

GENESYS | My Support

My Cases | Dashboard | Announcements | FAQ | Documentation | Contact Us

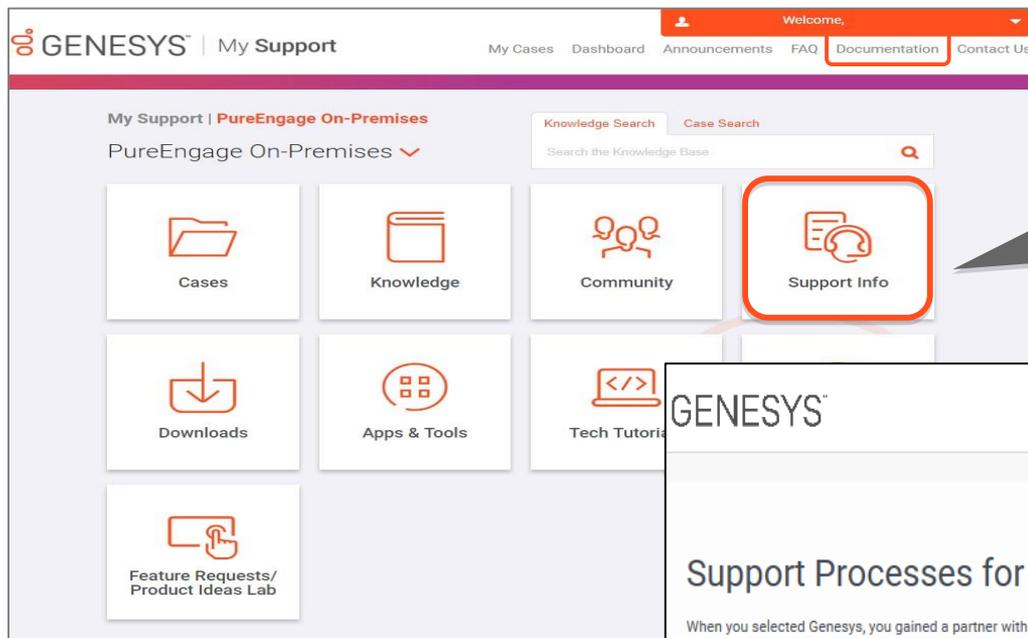
My Support | My Cases

My Non-Closed Cases

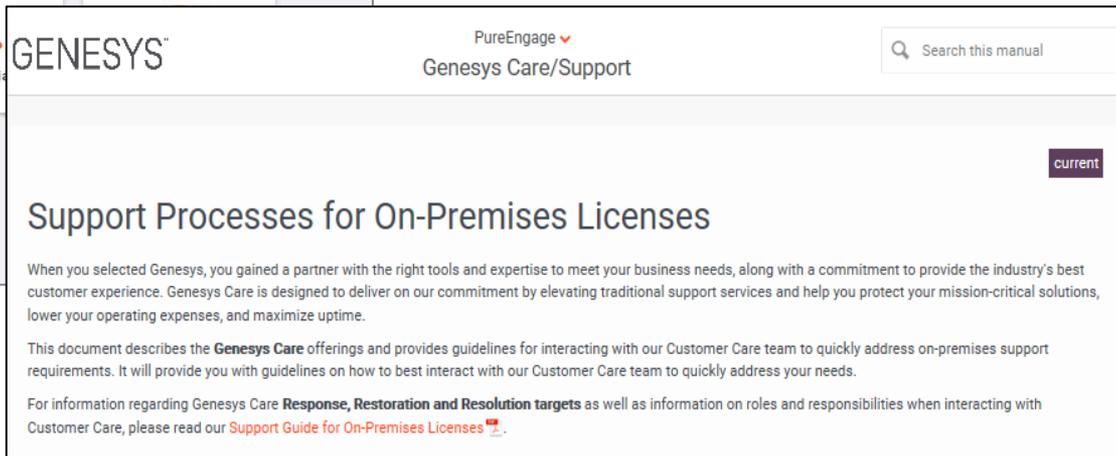
Case Number	Case Type	Subject	Account	Status	Updated
0001845436	Support			Open	8/20/2018 9:50 AM

- PureEngage Cloud
- PureConnect On-Premise
- PureConnect Cloud
- PureCloud
- Admin Cases
- Manage Profile

My Support: Support Documentation

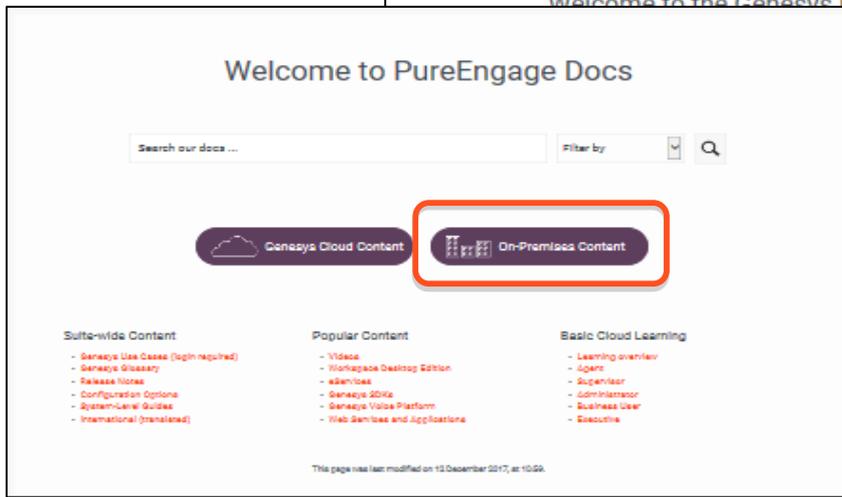
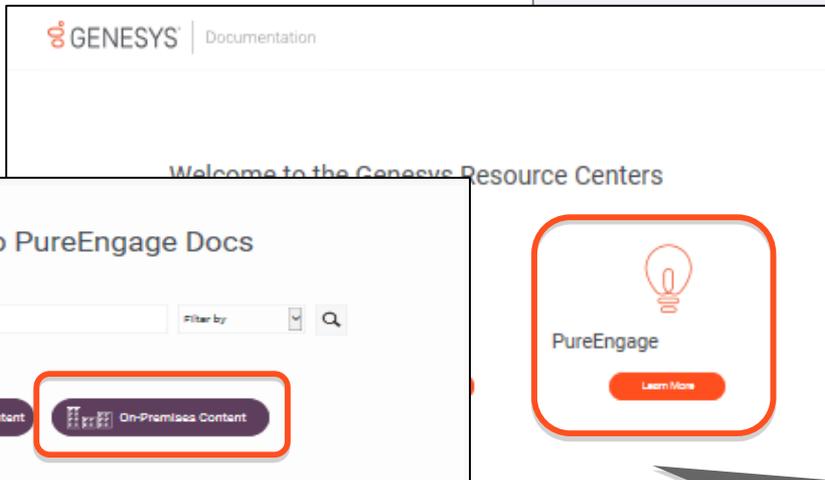
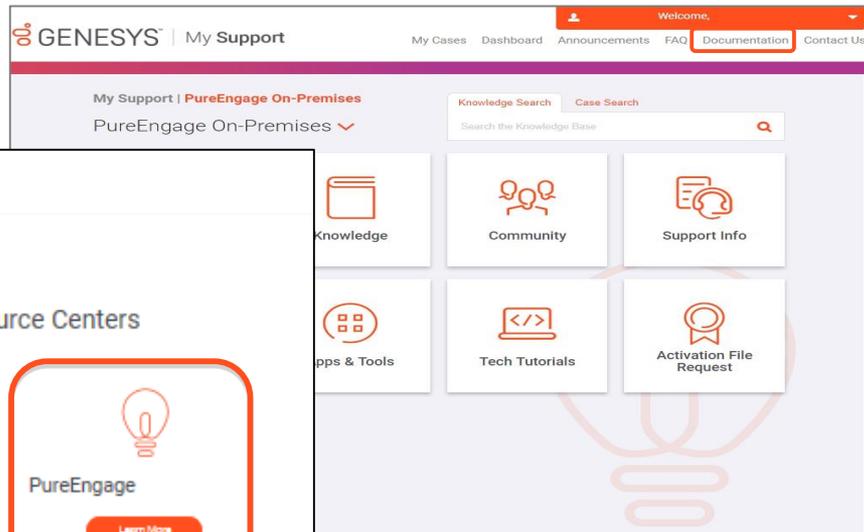


Support Info provides access to online documents which include details on how to work with Genesys Customer Care for Case Management, using the Knowledge Base, and guidance on other My Support features (Community, Tech Tutorials, etc.).



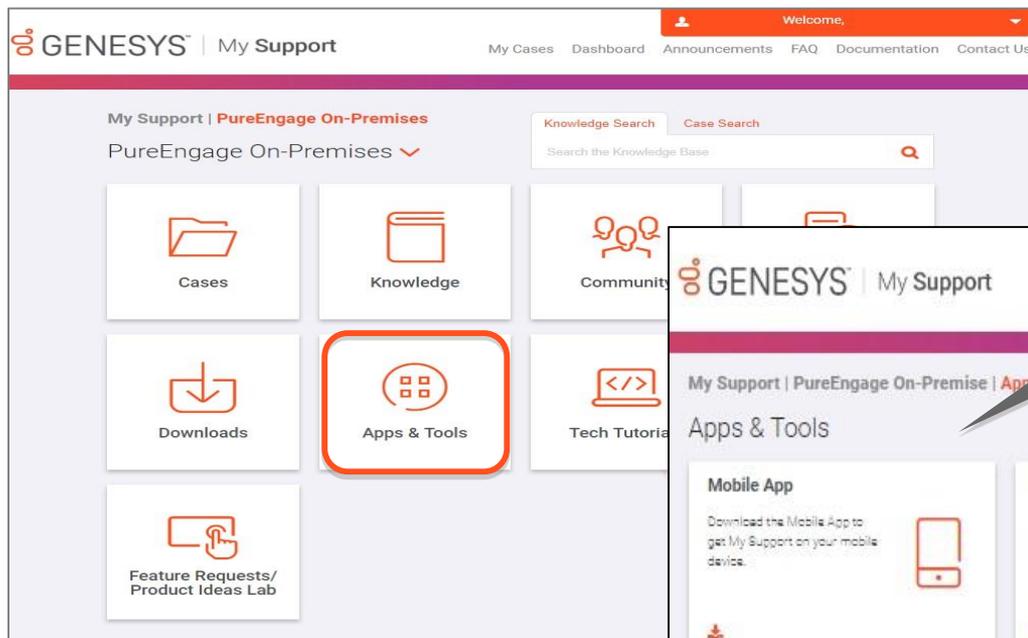
My Support: Support Documentation

Login to [My Support](#), select 'Documentation' from the top menu, then PureEngage.

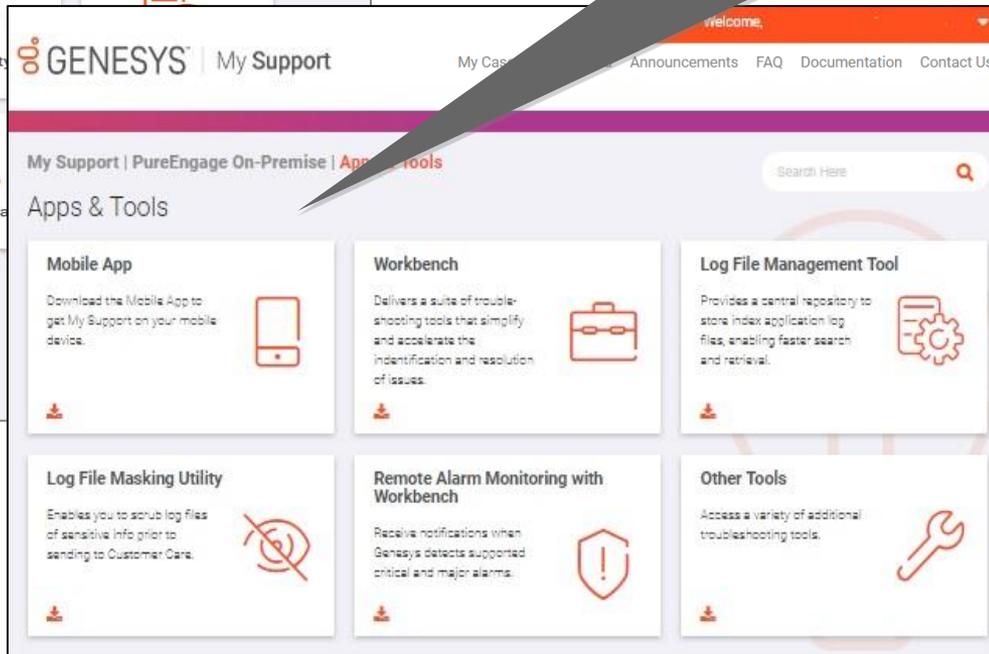


Support Guides are online guides that provide full information on Service Level Targets and Responsibilities.

My Support: Apps & Tools



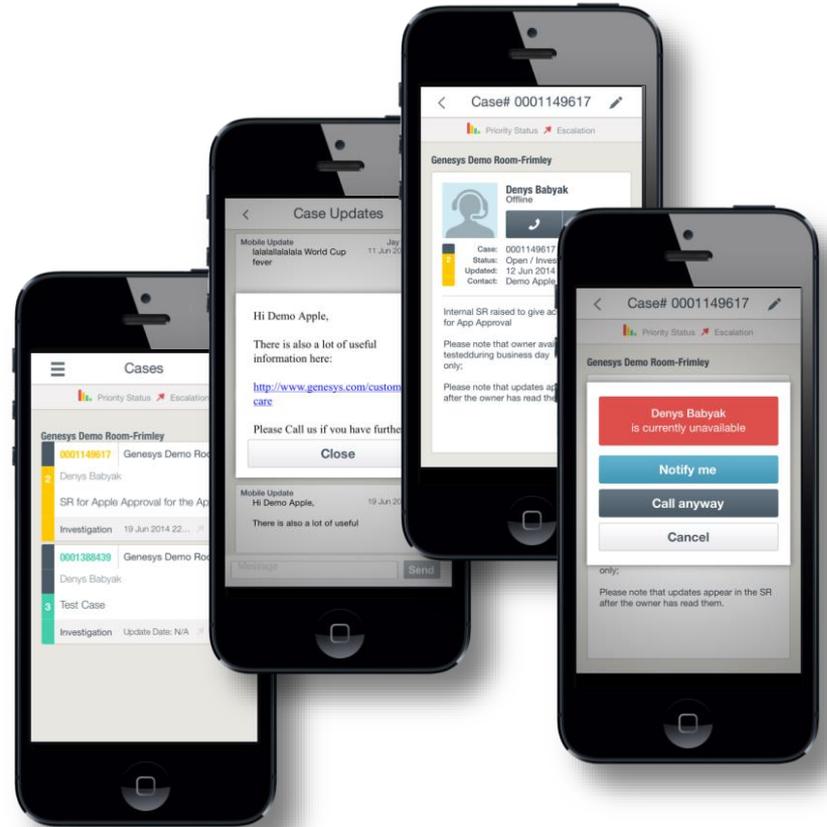
Access these links to learn more about apps, tools and services available to you like Mobile App, Workbench, Log File Management Tool, Log File Masking Utility, Remote Alarm Monitoring with Workbench, and Other Tools.



Genesys Care Mobile App

Mobile App Features

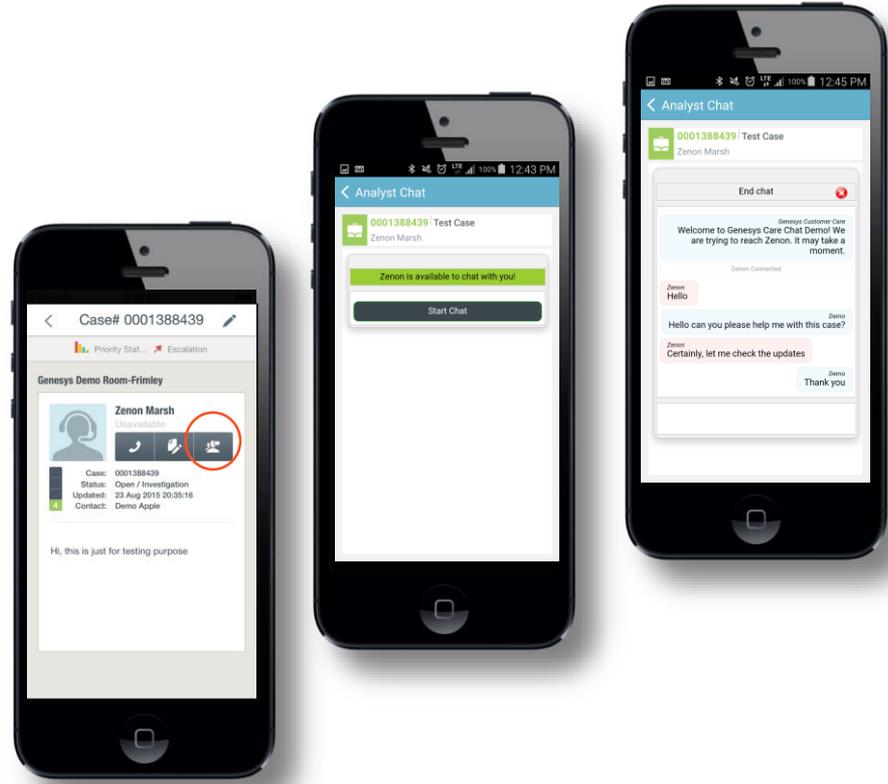
- iOS and Android
- Review your open Cases, including all public case updates
- Post updates to your Cases
- Contact any of our regional Customer Care Centers
- Request Case closure
- Receive alarm notifications and view alarm data*



Genesys Care Mobile App

Supports Chat

- Available to Designated Contacts
- Request Chat with your assigned Case Owner for any Open Case

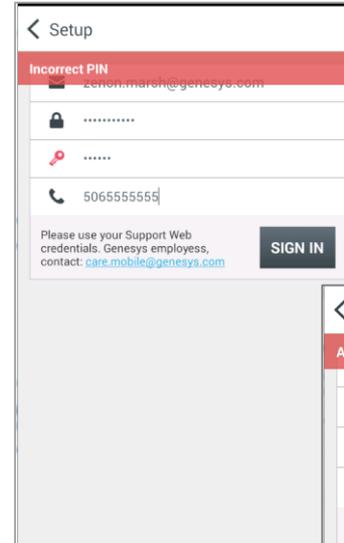


Genesys Care Mobile App

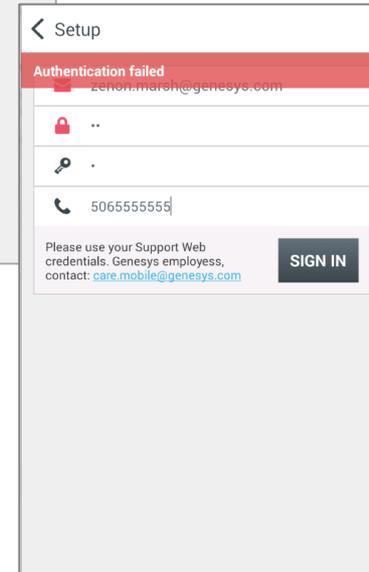
Mobile App Setup

- Download the App:
 - [iOS](#)
 - [Android](#)
- Successfully sign into **My Support** from your computer/laptop at least once
- Sign into the Mobile App with your:
 - Corporate Email
 - Password
 - PIN*
 - Phone Number
- If you experience any issues such as **Incorrect PIN** or **Authentication Failed**, please email care.mobile@genesys.com

*To find your PIN, login to My Support and select the dropdown arrow by your username then Manage Profile. Then select My Profile to locate your PIN.



If you experience Mobile App login issues, please email care.mobile@genesys.com



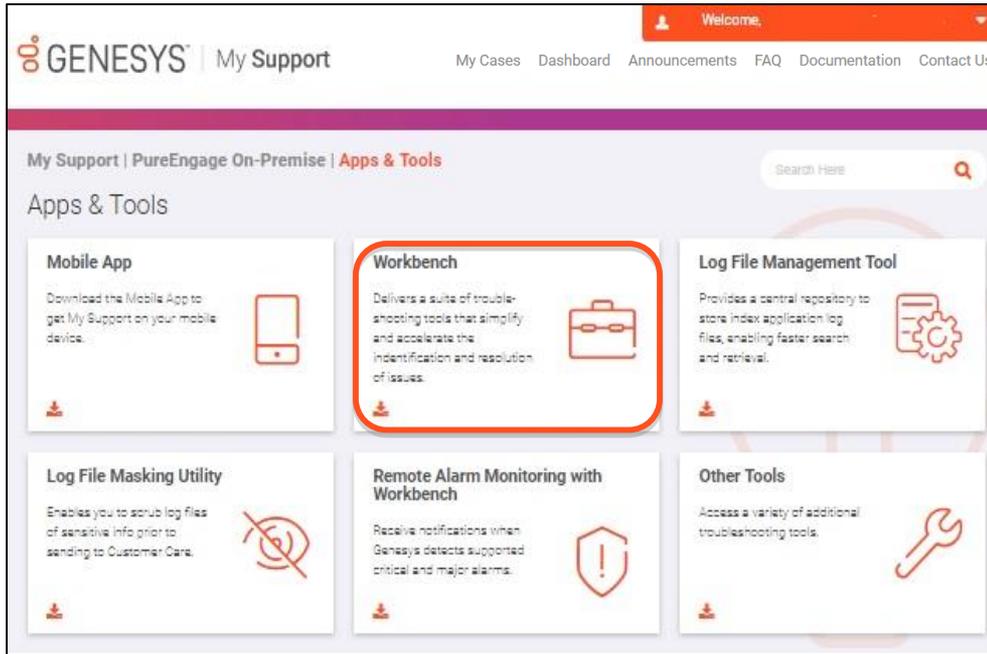
Genesys Care Workbench

A suite of troubleshooting tools to identify and resolve issues faster



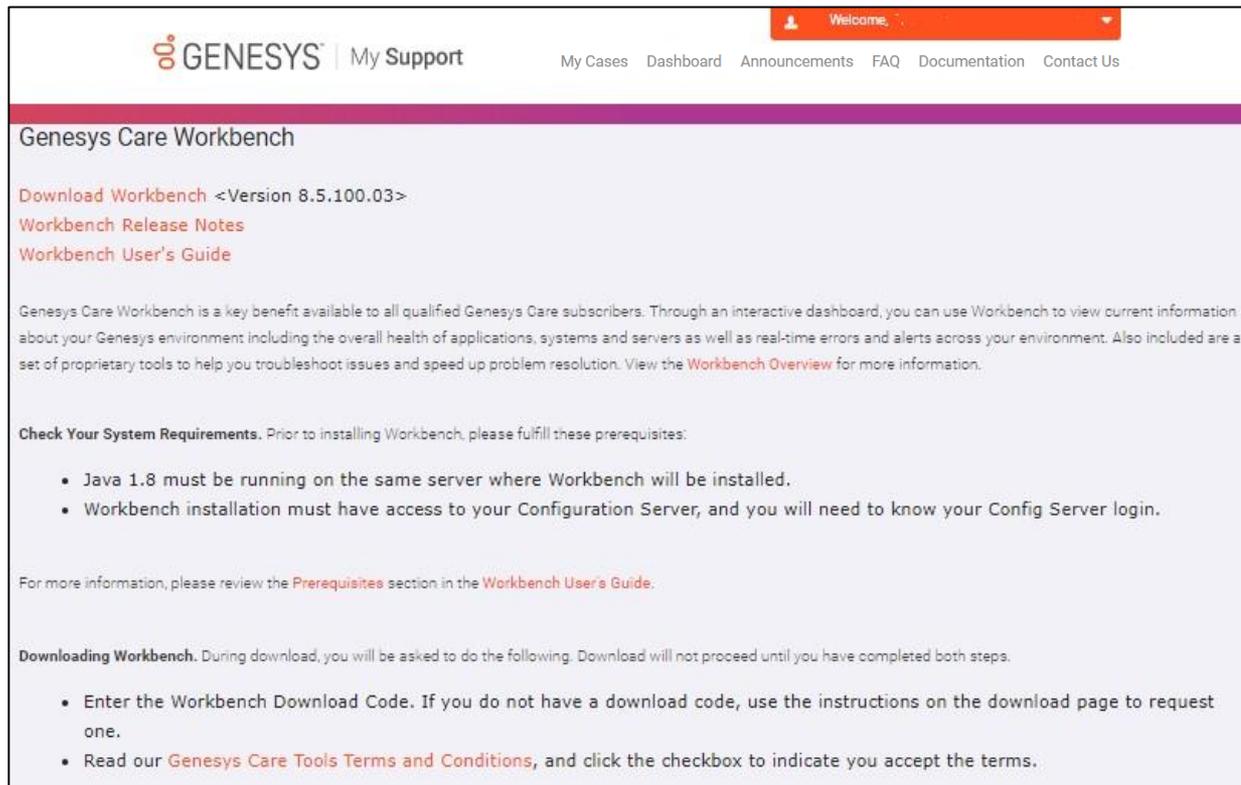
- Gain additional data to oversee the overall health of the Genesys environment
- Identify issues faster using event correlation data
- Drill down on specific events to target relevant log files that should be captured and provided to Customer Care
- Provide better data for support Cases
- Quickly see recent application changes in Configuration Server, as an aid in troubleshooting issues
- Schedule IVR and contact center call flow tests to identify trends and problems
- View critical/major alarms data to quickly find the root cause of potentially serious issues (must have Remote Alarm Monitoring with Workbench)

My Support: Downloading Workbench



- Select 'Apps & Tools' from the Quick Links.
- Select 'Workbench' where you will be directed to a Workbench page with details on how to get started.

My Support: Downloading Workbench



The screenshot shows the Genesys My Support page for downloading Workbench. The page has a purple header with the Genesys logo and 'My Support' text. A navigation bar includes links for 'My Cases', 'Dashboard', 'Announcements', 'FAQ', 'Documentation', and 'Contact Us'. A user profile dropdown shows 'Welcome, [Name]'.

Genesys Care Workbench

[Download Workbench <Version 8.5.100.03>](#)
[Workbench Release Notes](#)
[Workbench User's Guide](#)

Genesys Care Workbench is a key benefit available to all qualified Genesys Care subscribers. Through an interactive dashboard, you can use Workbench to view current information about your Genesys environment including the overall health of applications, systems and servers as well as real-time errors and alerts across your environment. Also included are a set of proprietary tools to help you troubleshoot issues and speed up problem resolution. View the [Workbench Overview](#) for more information.

Check Your System Requirements. Prior to installing Workbench, please fulfill these prerequisites:

- Java 1.8 must be running on the same server where Workbench will be installed.
- Workbench installation must have access to your Configuration Server, and you will need to know your Config Server login.

For more information, please review the [Prerequisites](#) section in the [Workbench User's Guide](#).

Downloading Workbench. During download, you will be asked to do the following. Download will not proceed until you have completed both steps.

- Enter the Workbench Download Code. If you do not have a download code, use the instructions on the download page to request one.
- Read our [Genesys Care Tools Terms and Conditions](#), and click the checkbox to indicate you accept the terms.

- The **Workbench** page provides information on
 - Installation prerequisites
 - Where to find the Workbench User's Guide
 - Other tools such as Log File Management Tool and the Mobile App
 - Remote Alarm Monitoring
- Select '**Download Workbench**' to begin the installation process

My Support: Downloading Workbench

- Enter the **Workbench Download Code** available from your Genesys Care Representative
- Accept the **Genesys Care Tools Terms and Conditions**

GENESYS™ | My Support My Cases Dashboard Announcements FAQ Documentation Contact Us

Welcome.

Genesys Care Workbench

Download Code and Terms and Conditions

Genesys Care Workbench, a suite of troubleshooting tools, has been developed by Genesys to help customers and partners with improved issue resolution and other maintenance activities related to purchased Genesys products. These tools are not part of the official Genesys product suite, and as such are not covered under maintenance or warranty.

Before downloading or using Genesys Care Workbench, you must: **enter your Workbench download code and accept the Genesys Care Tools Terms and Conditions.**

Workbench Download Code

Please enter your 6-digit code:

If you do not have a download code, please send an email to the appropriate region with "WB Download Code" in the subject line:

North America	GCNA@genesys.com
EMEA	GCEMEA@genesys.com
APAC	GCAPAC@genesys.com
Latin America	GCLATAM@genesys.com

Terms and Conditions

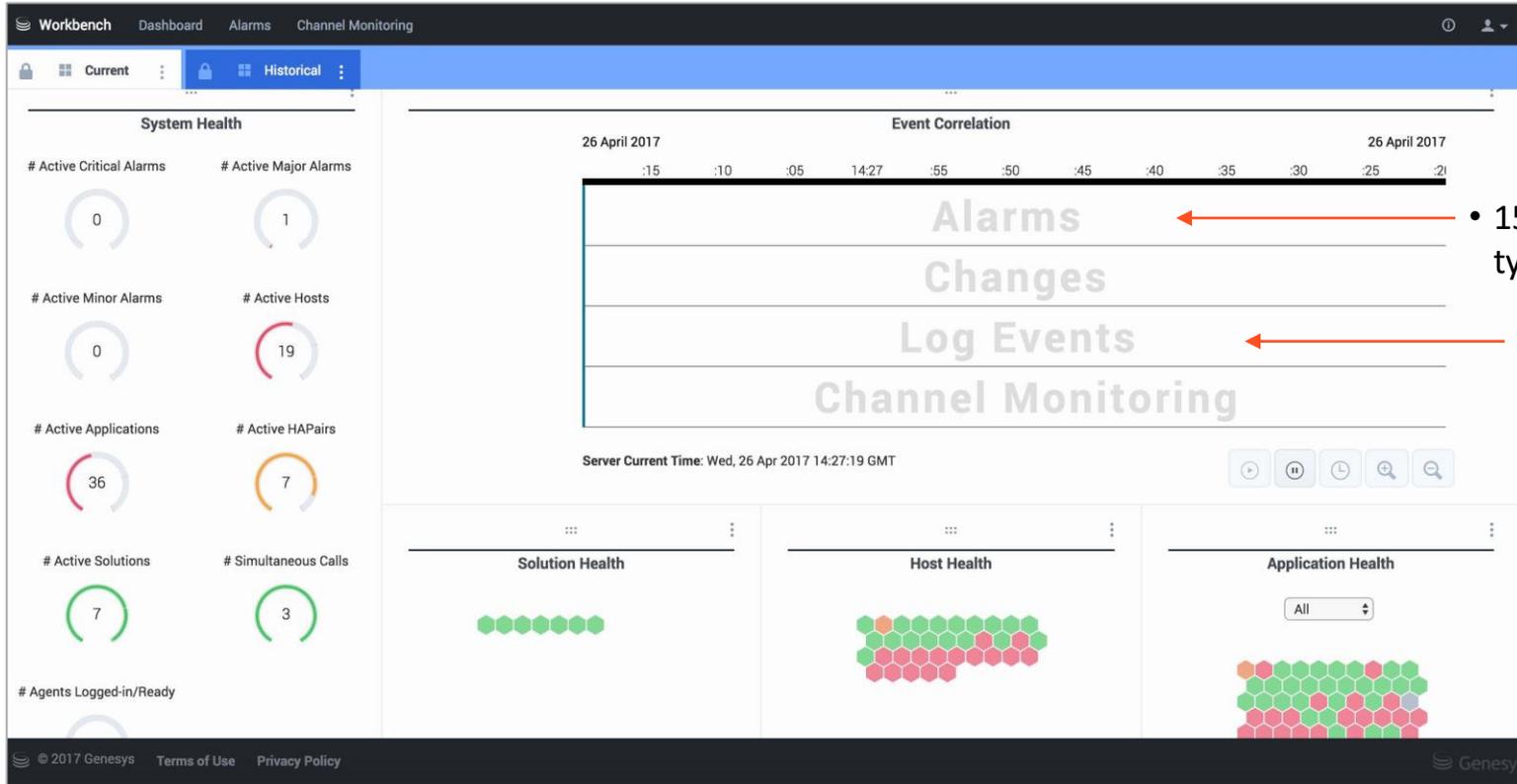
The Genesys Care Tools Terms and Conditions are available at <https://genesyspartner.force.com/customercare/GenesysCareToolsTermsConditions>.

Please carefully read these terms before downloading or using any Genesys Care tools and their related documentation. By clicking on the Download button or otherwise using any of these tools, you agree to be bound by these terms and conditions.

Please accept the terms and conditions to download Genesys Care Workbench:

 I have read the terms and conditions, and I accept them.

Workbench Dashboard



- 15 supported alarm types displayed
- LFMT must be installed for data to populate

Workbench Channel Monitoring

Channel Monitoring

Call Summary: Today | Sort By: Failed Calls | Filter:

5010@10.20.192.31 -8030
Total Calls: 29, Failed Calls: 18, Active Alerts: 32

JesusTest
Total Calls: 4, Failed Calls: 1, Active Alerts: 1

Schedule Enabled | Schedule Disabled

Stage Palette

- Start Call
- Receive Media
- Send DTMF Tone
- Send Media
- Wait for Agent
- End Call
- Wait

Call Flow Stages

- 1 - Start Call
- 2 - Wait
- 3 - Receive Media
- 4 - Send DTMF Tone
- 5 - Wait for Agent
- 6 - Send Media
- 7 - End Call

Name	Status	Last Run	Schedules	Options
Agent Transfer Test	Running	Wed, 29 Mar 2017 13:25:08 -0300	At 3:30 PM	  
Simple Test Call	Stopped	Thu, 30 Mar 2017 10:56:49 -0300		  

- Create and run recurring test calls that model call flows through IVR menus down to agents, to continuously monitor the health of the call processing environment and identify potential interaction issues before your customers are impacted
- View the status of recent test calls in reports showing overall test results, call quality, and other metrics
- Configure thresholds for various call test parameters and error conditions so that when a configured threshold is exceeded, an alert will be displayed on the Channel Monitoring row of the Workbench Event Correlation widget

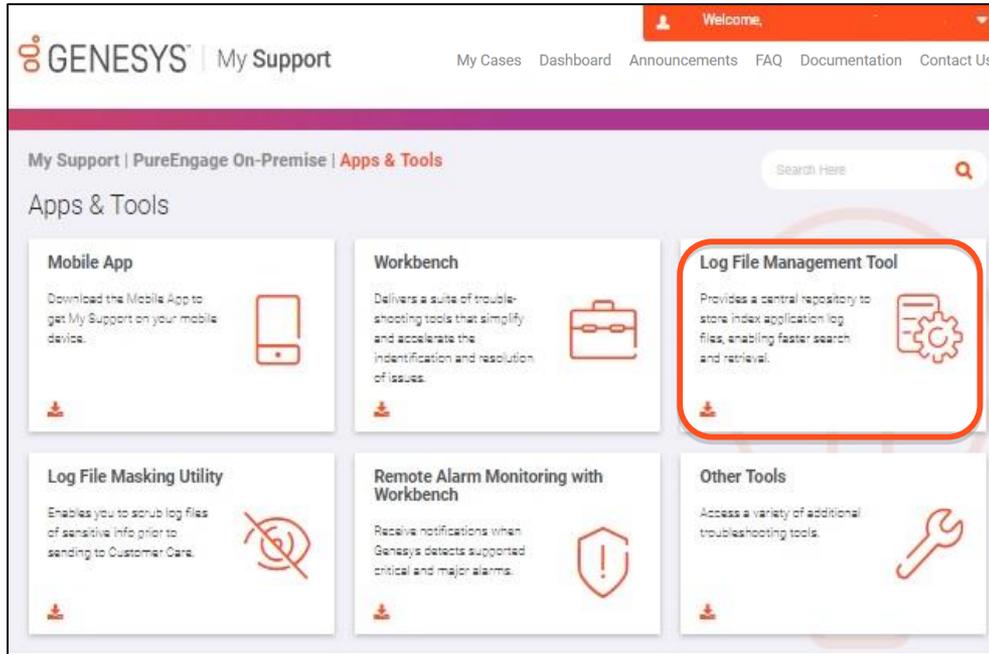
Workbench Alarm Monitoring Console

Must have Remote Alarm Monitoring to view

The screenshot displays the Workbench Alarm Monitoring Console interface. At the top, there are buttons for 'Select All', 'Clear All', and 'Clear Alarms'. Below these are several filter dropdown menus for Priority, Status, Alarm Text, Arrival Time, Count, Server, and Application. The main area contains a table of alarm events. Each row includes a checkbox, a priority level (all are 'Major'), a status (open or closed), an alarm text describing the connection to a server, an arrival time, a count, the server name, and the application name. At the bottom, there are navigation controls including first, previous, next, and last buttons, a page number '1', a total of '12' items, and a dropdown for '25 items per page'. The bottom right corner shows '1 - 12 of 12 items'.

<input checked="" type="checkbox"/>	Priority	Status	Alarm Text	Arrival Time	Count	Server	Application
<input checked="" type="checkbox"/>	Major	open	Connection to t-server 'Sip_Ser...	06/24/2016 12:26:29-0300	3	genesysone-ors	ORS
<input checked="" type="checkbox"/>	Major	closed	Connection to t-server 'Sip_Ser...	06/24/2016 12:27:04-0300	1	genesysone-ors	ORS
<input checked="" type="checkbox"/>	Major	closed	Connection to t-server 'Sip_Ser...	06/24/2016 12:29:23-0300	1	genesysone-ors	ORS
<input checked="" type="checkbox"/>	Major	open	Connection to TServer 'Sip_Ser...	06/24/2016 12:26:29-0300	3	genesysone-rep	CCP_StatServer
<input checked="" type="checkbox"/>	Major	closed	Connection to TServer 'Sip_Ser...	06/24/2016 12:27:04-0300	1	genesysone-rep	CCP_StatServer
<input checked="" type="checkbox"/>	Major	closed	Connection to TServer 'Sip_Ser...	06/24/2016 12:29:23-0300	1	genesysone-rep	CCP_StatServer
<input checked="" type="checkbox"/>	Major	open	Connection to TServer 'Sip_Ser...	06/24/2016 12:26:29-0300	3	genesysone-rep	CCA_StatServer
<input checked="" type="checkbox"/>	Major	closed	Connection to TServer 'Sip_Ser...	06/24/2016 12:27:04-0300	1	genesysone-rep	CCA_StatServer
<input checked="" type="checkbox"/>	Major	closed	Connection to TServer 'Sip_Ser...	06/24/2016 12:29:23-0300	1	genesysone-rep	CCA_StatServer
<input checked="" type="checkbox"/>	Major	open	Connection to TServer 'Sip_Ser...	06/24/2016 12:26:29-0300	2	genesysone-urs	Routing_StatServer
<input checked="" type="checkbox"/>	Major	open	Connection to TServer 'Sip_Ser...	06/24/2016 12:27:04-0300	2	genesysone-urs	Routing_StatServer
<input checked="" type="checkbox"/>	Major	closed	Connection to TServer 'Sip_Ser...	06/24/2016 12:29:23-0300	1	genesysone-urs	Routing_StatServer

Genesys Care Log File Management Tool



Install our **Log File Management Tool (LFMT)** for:

- A central repository to store indexed application log files to enable faster search and retrieval capabilities.
- Use of a scrubbing feature so that log files uploaded to Customer Care do not contain sensitive information.
- Enabling **log events data** to populate in the Workbench event correlation grid.
- To download LFMT, login to [My Support](#) and select **Log File Management Tool** from the right-side menu.

Genesys Care Log File Management Tool

GENESYS™ | My Support

Welcome

My Cases Dashboard Announcements FAQ Documentation Contact Us

Genesys Care Log File Management Tool

[Download LFMT <Version 8.5.000.02>](#)
[LFMT Release Notes](#)
[Deployment and User's Guide](#)
[Log File and Supporting Information Requirements for Troubleshooting Issues](#)
[Log File Retrieval Service Setup](#)

Genesys Care delivers tools that assist our customers with troubleshooting and diagnosing application problems. The Log File Management Tool (LFMT) provides a central repository for the storage of application log files, and an interface for retrieving a set of specified log files. The LFMT has two components, the LFMT Server and the LFMT Client.

LFMT Collector performs the following functions:

- Deploys on the LFMT Server Host(s).
- Initiates scheduled and real-time collection requests by the LFMT Client.
 - Application hosts are queried for new or modified log files only.
 - Log files are copied from application servers to the LFMT Server Host(s).
 - Log files are compressed for transfer (~10:1).
 - Log files are encrypted for transfer (default is AES128-cbc).
- Creates log file packages resulting from user queries in the LFMT Client.
- Masks sensitive data in log file packages created by a user in the LFMT Client.

LFMT Indexer performs the following functions:

- Deploys on the LFMT Server Host(s).
- Indexes log files collected by LFMT Collector.
- Compresses log files for reduced storage.
- Purges log files based on a user specified retention period.

The LFMT Client allows you to:

- Configure the index settings for log snapshots stored on the Log Server.
- Specify the right log snapshots to collect and package for transfer to Genesys Customer Care when a problem occurs.
- Upload the packaged log files directly to the FTP folder associated with your open problem ticket, using secure FTP protocols.

Check the System Requirements. Prior to installing LFMT, you will want to review the Pre-Installation Considerations in the [Deployment and User Guide](#).

On our Technical Documentation site, we also have the LFMT Deployment and User Guide for you to reference. Visit <https://docs.genesys.com/Documentation/ST/latest/DeploymentGuide/Welcome>* for more information.

***Requires login through [My Support](#)**

Genesys Care Log File Retrieval Service

- Request the **Log File Retrieval Service** and enable Customer Care to perform log file retrieval for you when a support case is submitted.
- **Log File Management Tool** is required

Additional information for the Log File Retrieval Service is available on our Technical Documentation site:

<https://docs.genesys.com/Documentation/ST/latest/Premise/WorkingWith#t-1>*.

*Requires login through **My Support**

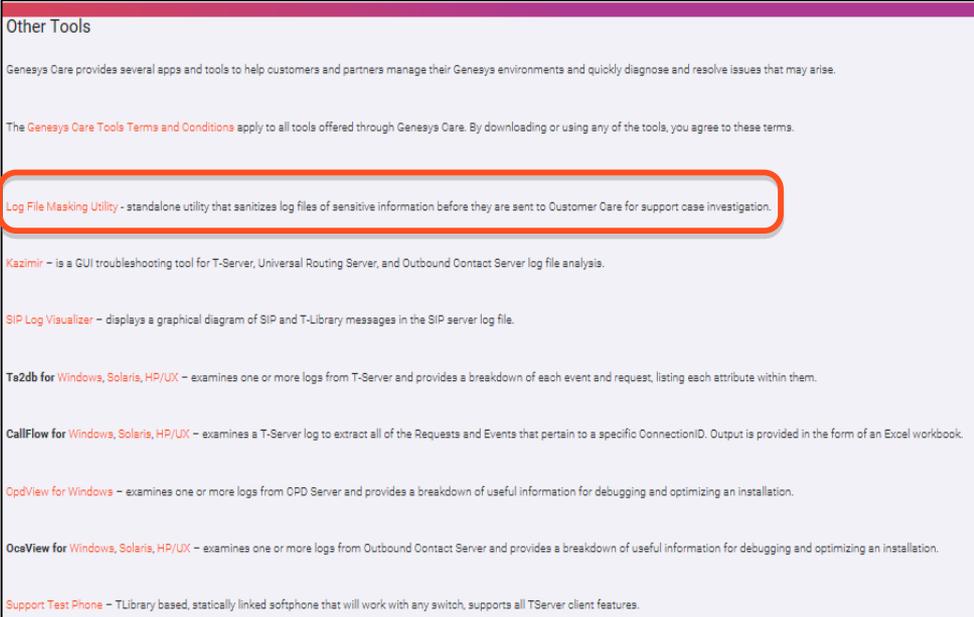
The screenshot shows the Genesys Care/Support portal interface. On the left is a navigation menu with categories like 'Support Processes for On-Premises Licenses', 'Genesys Care', 'Working with Support', 'Support Definitions', 'Designated Contact', 'My Support', 'Case Management', 'Managing Software', 'Third-Party Hardware', 'About PDF Version', 'Addendum A', 'Glossary', and 'Other guides'. The main content area is titled 'Working with Support' and includes a sub-section 'How to use the Log File Retrieval Service'. This section contains detailed instructions for customers, including requirements for the Log File Management Tool (LFMT), remote access tool, and terminal server configuration. It also lists steps for requesting the service and provides contact information for the Genesys Customer Care team.

Log File Masking Utility

This utility is a standalone version of the data scrubbing function in the Log File Management Tool (LFMT) and is designed specifically for users that have not had the benefit of downloading and installing LFMT. The utility serves the important need of sanitizing critical information from log files before they are sent to Customer Care for support case investigation. For more information and to download, login to [My Support](#) and select Other Tools from the right-side menu.

On our Technical Documentation site, we also have the Log File Masking Utility User's Guide for you to reference. Visit <https://docs.genesys.com/Documentation/ST/current/LogFileMaskingUtility/Welcome>* for more information.

***Requires login through [My Support](#)**



Other Tools

Genesys Care provides several apps and tools to help customers and partners manage their Genesys environments and quickly diagnose and resolve issues that may arise.

The [Genesys Care Tools Terms and Conditions](#) apply to all tools offered through Genesys Care. By downloading or using any of the tools, you agree to these terms.

Log File Masking Utility - standalone utility that sanitizes log files of sensitive information before they are sent to Customer Care for support case investigation.

Kazimir - is a GUI troubleshooting tool for T-Server, Universal Routing Server, and Outbound Contact Server log file analysis.

SIP Log Visualizer - displays a graphical diagram of SIP and T-Library messages in the SIP server log file.

Ta2db for Windows, Solaris, HP/UX - examines one or more logs from T-Server and provides a breakdown of each event and request, listing each attribute within them.

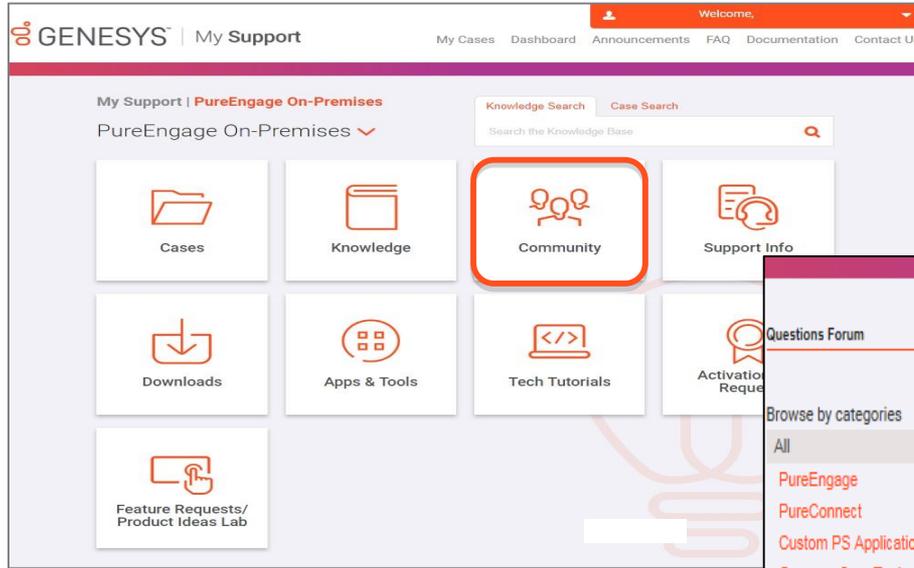
CallFlow for Windows, Solaris, HP/UX - examines a T-Server log to extract all of the Requests and Events that pertain to a specific ConnectionID. Output is provided in the form of an Excel workbook.

OpdView for Windows - examines one or more logs from OPD Server and provides a breakdown of useful information for debugging and optimizing an installation.

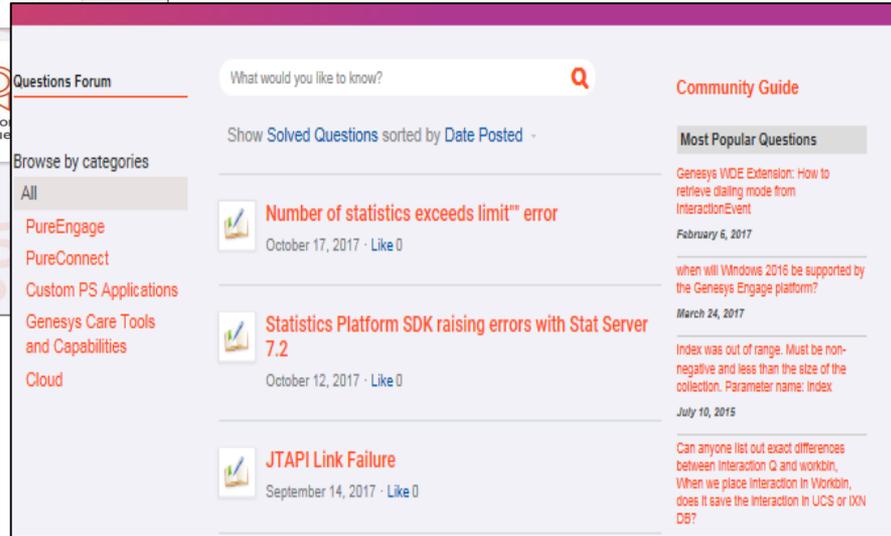
OcaView for Windows, Solaris, HP/UX - examines one or more logs from Outbound Contact Server and provides a breakdown of useful information for debugging and optimizing an installation.

Support Test Phone - TLibrary based, statically linked softphone that will work with any switch, supports all TServer client features.

My Support: Community

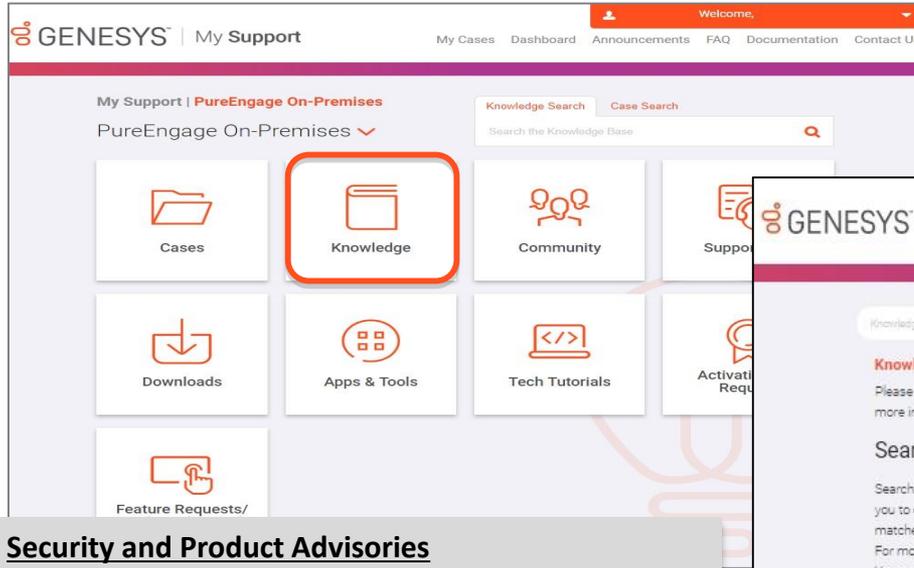


The Genesys Customer Care Community site provides access to Customer forums and other interactive features. You can use the Customer Care Questions Forum to ask technical questions and exchange ideas with other Customers and Genesys staff.



Login to [My Support](#), select **'Community'** from the Dashboard. After login, you can also view the [Support Processes for On-Premises Licenses](#) for additional My Support: Community tips.

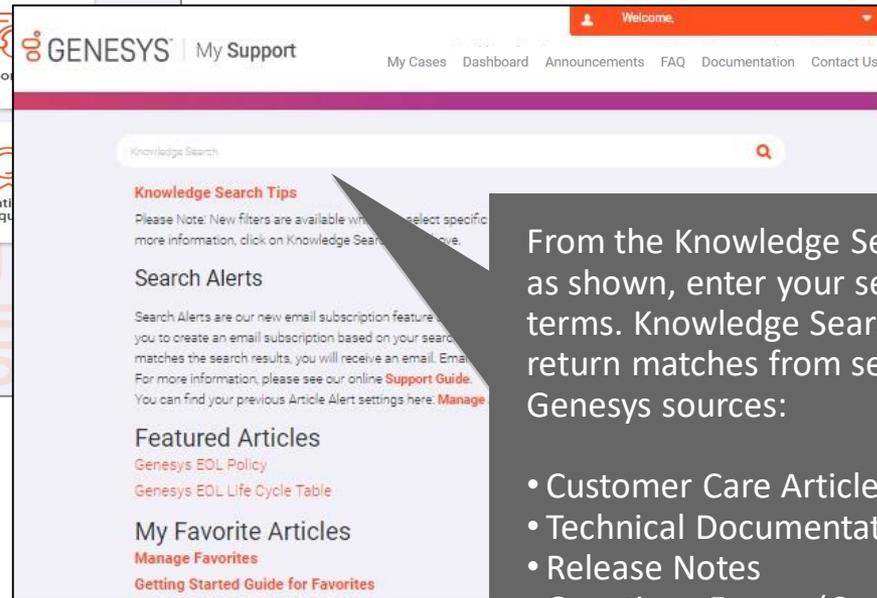
My Support: Knowledge Base



Security and Product Advisories

Genesys recommends that all Designated Contacts, at minimum, subscribe to **Genesys Security Advisories** to get immediate notification on critical security notices. To subscribe, login to [My Support](#) and read the [Knowledge Base Advisories](#) section in the [Support Processes for On-Premises Licenses](#).

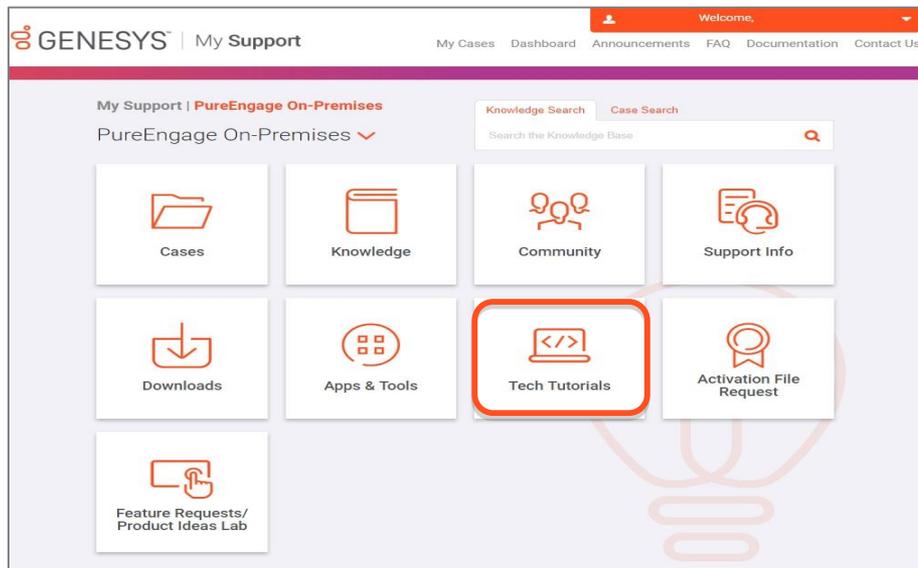
Login to [My Support](#), select 'Knowledge' from the Dashboard. After login, you can also view the [Support Processes for On-Premises Licenses](#) for additional My Support: Knowledge Base usage and search tips.



From the Knowledge Search page as shown, enter your search terms. Knowledge Search will return matches from several Genesys sources:

- Customer Care Articles
- Technical Documentation
- Release Notes
- Questions Forum (Community)

My Support: Tech Tutorials

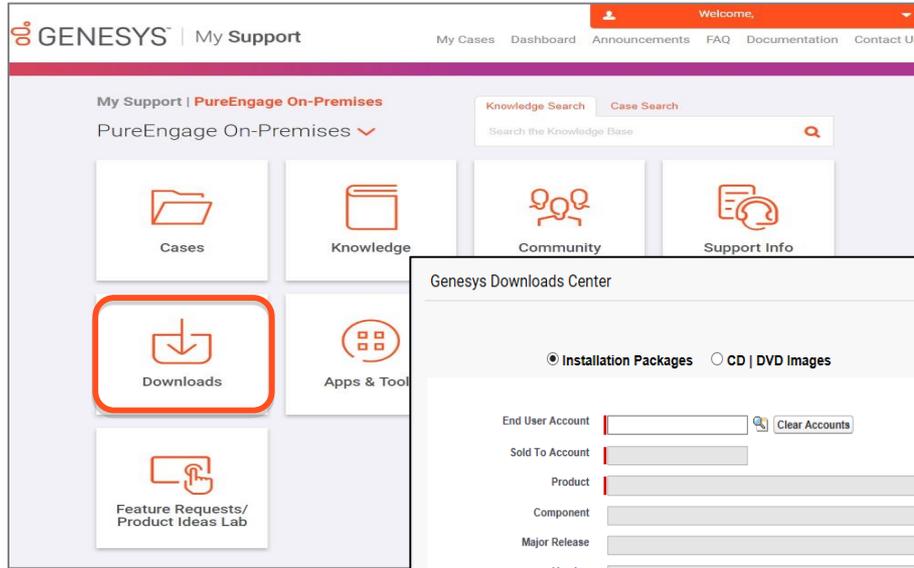


Login to [My Support](#), select 'Tech Tutorials' from the Dashboard.

Subject matter experts design and present knowledge-sharing sessions that provide significant insight into optimizing the Genesys product portfolio. Tutorial topics include performance tuning, upgrade/migration planning, and troubleshooting techniques. Multiple live tutorials with Q&A time are delivered free each year to Customers and Partners with current service contracts.

A list of upcoming tutorials is always available on this [Tech Tutorials](#) page in My Support. Tutorials are also announced in the monthly Genesys Customer and Partner newsletters.

My Support: Software Downloads



Login to [My Support](#), select '**Downloads**' from the Dashboard. Please refer to Managing Software section in the [Support Processes for On-Premises Licenses](#) for instructions.

Genesys Downloads Center

Installation Packages CD | DVD Images

End User Account [Clear Accounts](#)

Sold To Account

Product

Component

Major Release

Version

Language

O/S

Include Software Releases under Shipping Control

I accept the [Genesys software usage terms and conditions](#)

Component	Version	O/S	Language	Release Type	Release Date	Details	Download
-----------	---------	-----	----------	--------------	--------------	---------	----------

- Genesys Care includes access to all Genesys software upgrade releases and hot fixes for licensed software purchased.*
- Customers requiring assistance in the installation or configuration of upgrades or updates should refer to the Genesys Professional Services organization.

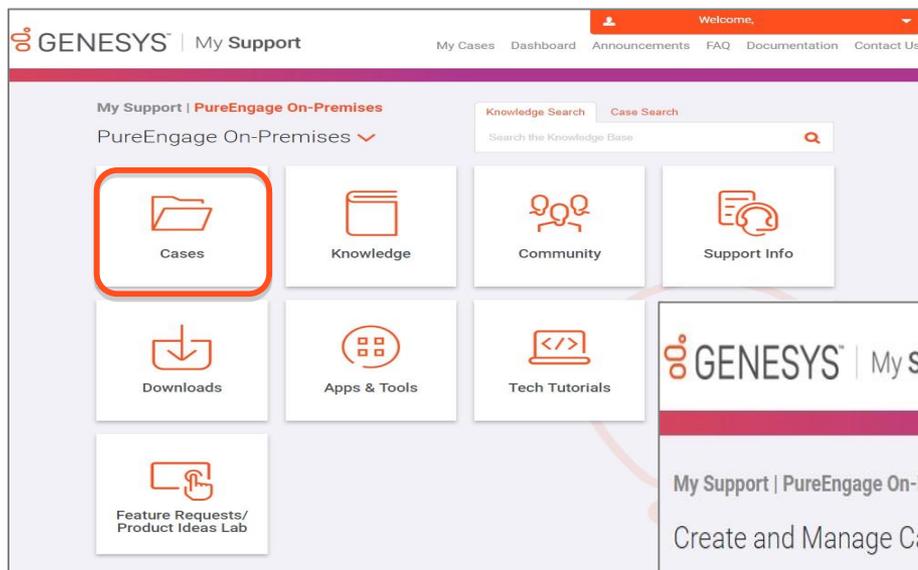
**Must be a Designated Contact to access Software Downloads*

Tips: What to Check before Opening a Case*

- Have you checked the [Release Notes](#)?
- Have you searched the [Genesys Knowledge Base](#)?
- Have you looked in the [Product Manual](#)?
- Can you clearly define the issue you're having?
- Do you have documentation on your troubleshooting efforts and can you reproduce the issue?
- Are you prepared to send all relevant log files via our File Transfer Tool?
- Can you document the key search data to use within the supplied log files? This data could include connection IDs, telephone numbers, user data, agent IDs, and other information.
- Can you identify a clear business impact?

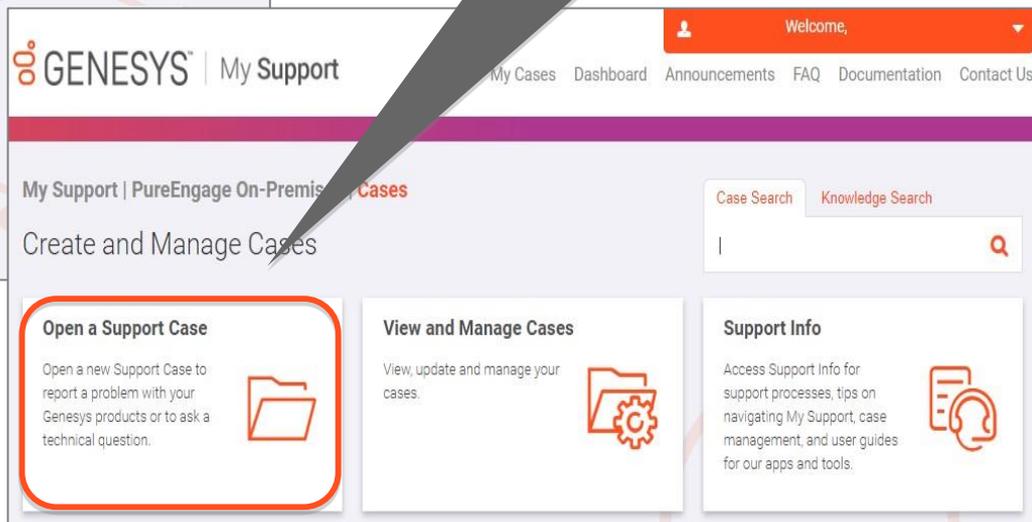
**For more details, please reference our [Support Processes for On-Premises Licenses](#) online content. You must login via [My Support](#) to view this content.*

My Support: Opening a Support Case



Begin by selecting
'Open a Support Case'

Note: Also make this selection
to submit technical questions



My Support: Opening a Support Case

GENESYS™ | My Support

Welcome,

My Cases Dashboard Announcements FAQ Documents

On-Premise Support Case

Report problems with Genesys products or ask a product-related question

End User Account  Clear Accounts

Sold To Account

Product Category PureEngage Products ▼

Product PureEngage Products

Major Release Genesys Care Tools

Component Custom PS Applications

Component --None-- ▼

Version --None-- ▼

Didn't find your product? [Next](#)

If these fields are blank, select the  icon for selection options

Select Product Category for:

- PureEngage Products
- Genesys Care Tools
- Custom Professional Services Applications

(see next slide for details)

My Support: Opening a Support Case

On-Premise Support Case

Report problems with Genesys products or ask a product-related question

End User Account

Sold To Account

Product Category **PureEngage Products**

Product **--None--**

Major Release **Composer**

Component **eServices/Multimedia**

Version **Genesys Administrator**

On-Premise Support Case

Report problems with Genesys products or ask a product-related question

End User Account

Sold To Account

Product Category **Genesys Care Tools**

Product **--None--**

Major Release **Log File Management**

Component **Mobile Application**

Version **Remote Alarm Monitoring**

On-Premise Support Case

Report problems with Genesys products or ask a product-related question

End User Account

Sold To Account

Product Category **Custom PS Applications**

Product **--None--**

Major Release **Announcement**

Component **Call Data Integration Application**

Version **Custom IVR Driver**

About the Product Category drop-down:

- The Product List and Custom PS Applications will reflect what is available to your account (or to a partner's end user account)
- Genesys Care Tools shows a list of all apps and tools

My Support: Opening a Support Case

The screenshot shows the 'On-Premise Support Case' form. At the top, it says 'Report problems with Genesys products or ask a product-related question'. The 'Case Sub Type' dropdown is open, showing options: 'None--', 'Question', and 'Problem'. The 'Priority' dropdown is also open, showing options: '2-High', '3-Medium', and '4-Low'. The 'Environment Type' dropdown is set to 'Production'. There is a 'Security Threat' checkbox which is unchecked. Below these are three large text input fields: 'Subject', 'Description', and 'Business Impact'. At the bottom, there are two more dropdowns: 'OS' set to 'N/A' and 'Database' set to '--None--'. Three callout boxes provide instructions: one points to the 'Case Sub Type' dropdown, another points to the 'Priority' dropdown, and a third points to the 'Description' and 'Business Impact' fields.

Select Case Sub-Type 'Problem' if you have an issue or 'Question' if you have a technical question

Select the Case 'Priority' level (see Appendix)

Call Customer Care for immediate evaluation if you have a Critical issue to report

Provide detailed information in the Description and Business Impact fields to help us route your Problem or Questions to the appropriate product specialist

My Support: Managing Your Support Cases

The image displays two screenshots of the GENESYS My Support interface. The top screenshot shows the main dashboard with a grid of navigation tiles: Cases, Knowledge, Community, Support Info, Downloads, Apps & Tools, Tech Tutorials, and Feature Requests/Product Ideas Lab. The 'Cases' tile is highlighted with a red border. A callout box with a pointer indicates to 'Select 'View and Manage Cases''. The bottom screenshot shows the 'Cases' sub-page with three main options: 'Open a Support Case', 'View and Manage Cases', and 'Support Info'. The 'View and Manage Cases' option is highlighted with a red border and contains the text: 'View, update and manage your cases.' The 'Support Info' option contains the text: 'Access Support Info for support processes, tips on navigating My Support, case management, and user guides for our apps and tools.'

My Support: Managing Your Support Cases

The screenshot displays the GENESYS My Support dashboard. At the top, there is a navigation bar with the GENESYS logo and 'My Support' text. To the right, a user profile bar shows 'Welcome,' with a dropdown arrow. Below this is a secondary navigation bar with links for 'My Cases', 'Dashboard', 'Announcements', 'FAQ', 'Documentation', and 'Contact Us'. The main content area is titled 'My Support | PureEngage On-Premise | Cases'. On the left, a dropdown menu is open, listing various case filters: 'My Non-Closed Cases' (highlighted), 'My Open Cases', 'My Awaiting Info Cases', 'My Solution Proposed Cases', 'My Closed Cases', 'All Non-Closed Cases', 'All Open Cases', 'All Awaiting Info Cases', 'All Solution Proposed Cases', and 'All Closed Cases'. To the right of the dropdown is an 'End User' dropdown menu set to 'All'. Below these is a table of cases with columns for 'Account', 'Status', 'Priority', 'Product Name', 'Date Opened', 'Date Modified', and 'Contact Name'. A single row is visible with the following data: 'Account', 'Open', '4-Low', 'IP TServers', '11/22/2016', '8/20/2018', and 'Contact Name'. A red box highlights an 'Export' icon (a green 'X' in a square) in the top right corner of the table area.

Export Support Cases into an Excel file
(Note: will export the filtered Case view as seen on your screen)

Filter your Case view

'My' Cases provides a view of Cases you have submitted

'All' Cases provides a view of all Cases submitted by your company

My Support: Managing Your Support Cases

GENESYS™ | My Support

My Cases Dashboard Announcements FAQ Documentation Contact Us

Welcome, [User Name]

My Support | PureEngage On-Premise | Cases

My Non-Closed Cases End User

page 1 of 1 (1 records total) << Previous Next >>

1 Case Number	2 Subject	3 Account	4 Status	5 Priority	6 Product Name	7 Date Opened	8 Date Modified	9 Contact Name
0001845436			Open	4-Low	IP TServers	11/22/2016	8/20/2018	

- 1 Case Number:** Assigned by Customer Care
- 2 Subject:** Description of Case
- 3 Account:** Account Name
- 4 Status:** Current status of the Case
 - OPEN (New; Investigation; Customer Responded; Engineering Request; Maintenance Review; Third-Party Pending)
 - AWAITING INFO (Info Required from Customer)
 - SOLUTION PROPOSED (Fixed – Software Provided; Replied; Resolved)
 - CLOSED (Cancelled; Resolved; Logged for Future Fix; Redirected; Customer Requested to Re-open)
- 5 Priority:** Assigned per Case severity; see slide 55
- 6 Product Name:** Name of impacted solution
- 7 Date Opened:** Date Case opened
- 8 Date Modified:** Last date that either Genesys or Customer posted a Case update
- 9 Contact Name:** Designated Contact who opened the Case

My Support: Managing Your Support Cases

The screenshot displays a support case interface for Case 0002068195. At the top, there are four buttons: 'Post Update', 'Close Case', 'Transfer Files', and 'Request Chat'. Below these buttons, the case status is shown as 'Open' with a sub-status of 'Update from Customer'. The priority is '3-Medium'. The 'Case Detail' section shows the subject and description. At the bottom, there is a table with case metadata.

Case Type	On-Premises Support Case	OS	Windows Vista 64-bit Compatibility
Created Date	1/10/2018 9:22 AM	Database	IBM DB2 9.7
Last Modified Date	1/10/2018 9:29 AM	3rd Party Products	

Version: 7.6.200.06

Select 'Post Update' and Case status automatically changes from 'Awaiting Info' to 'Open – Customer Responded'

Close a Case (no need to email/call Customer Care)

Upload logs and other files that may be needed to help resolve the Case

My Support: Managing Your Support Cases

Case 0002068195

Status Summary

Post Update Close Case Transfer Files **Request Chat**

Status Open Priority 3-Medium

Sub Status Update from Customer Case Owner

Case Detail

Subject

Description

Contact Name	Product Name	Universal Routing
End User Account	Component Name	Interaction Routing Designer
Sold To Account	Major Release	7.6
External Ref #	Version	7.6.200.06
Case Type	On-Premises Support Case	OS Windows Vista 64-bit Compatibility
Created Date	1/10/2018 9:22 AM	Database IBM DB2 9.7
Last Modified Date	1/10/2018 9:29 AM	3rd Party Products

Chat with the assigned Case Owner

Designated Contacts can:

- Ask quick questions or inquire about Case status updates
- Leave a message if the Case Owner is unable to accept the Chat request
- Receive an email transcript of the Chat
- Access Chat via computer or mobile phone*

*Requires download of the Genesys Care Mobile App

My Support: Managing Your Support Cases

Additional Details on Chat

- Case Owners are assigned based on product knowledge available globally
 - You may have a Case Owner that is in a different time zone than you.
 - In this instance, live Chat for that Case might not be available during your local business hours.
- Used for Case facilitation and not for troubleshooting
- For details on how to use Chat, please reference our [Support Processes for On-Premises Licenses](#) online content.* For details on using Chat with our Mobile App, please reference our [Mobile App User Guide](#).

*You must login via [My Support](#) to view this content

My Support: Re-opening a Closed Case

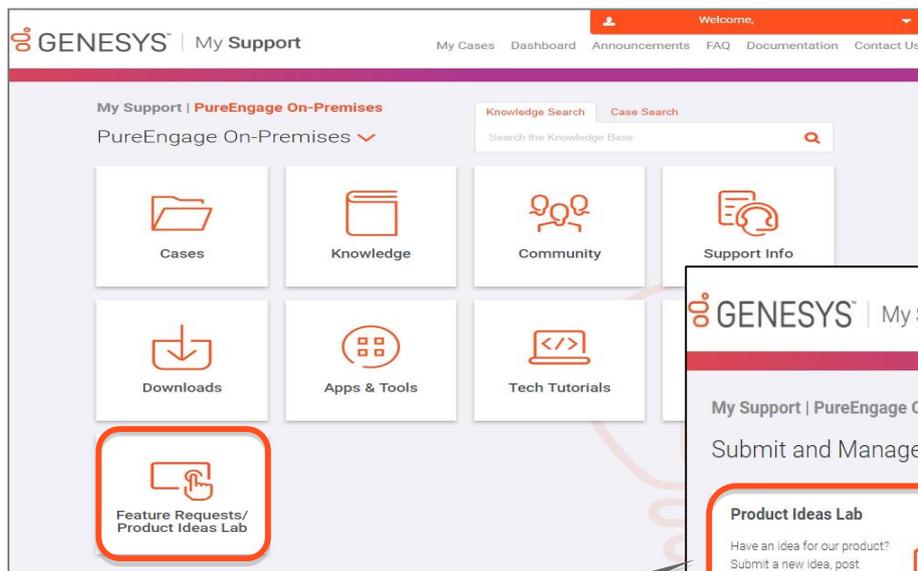
The screenshot displays the Genesys My Support interface for a specific case. At the top, there is a navigation bar with 'Welcome,' and a dropdown arrow, and a secondary navigation bar with links for 'Dashboard', 'Announcements', 'FAQ', 'Documentation', and 'Contact Us'. The main content area shows the case details for Case 0002068195. A red box highlights the 'Request to Re-open' button in the 'Status Summary' section. Below this, a table shows the case's status as 'Closed' and 'Resolved', with a '3-Medium' priority and a 'Case Owner' field. The 'Case Detail' section contains a table with various case attributes.

Status Summary	
Status	Closed
Sub Status	Resolved
Priority	3-Medium
Case Owner	

Case Detail	
Subject	
Description	
Contact Name	Product Name: Universal Routing
End User Account	Component Name: Interaction Routing Designer
Sold To Account	Major Release: 7.6
External Ref #	Version: 7.6.200.06
Case Type	On-Premises Support Case
Created Date	1/10/2018 9:22 AM
Closed Date	1/26/2018 3:35 AM
	OS: Windows Vista 64-bit Compatibility
	Database: IBM DB2 9.7
	3rd Party Products

To re-open a Closed Case, select the Closed Case and select 'Request to Re-open'

My Support: Feature Requests / Product Ideas Lab



Select 'Product Ideas Lab' for
NEW product features

Designated Contacts are welcome to
submit ideas for new product features

Select 'View and Manage Feature
Requests' for FRs submitted before Sept
15, 2018

GENESYS | My Support

My Cases Dashboard Announcements FAQ Documentation Contact Us

Welcome,

My Support | PureEngage On-Premises | Feature Requests

Submit and Manage Feature Requests

Case Search Knowledge Search

Product Ideas Lab

Have an idea for our product?
Submit a new idea, post
comments and vote on other
ideas

View and Manage Feature
Requests

View the status of all
submitted Feature Requests.

Support Info

Access Support Info for
support processes, tips on
navigating My Support, case
management, and user
guides for our apps and tools.

The ability to submit Feature Requests in My Support has been turned off as of September 15th, 2018. You can still view and manage existing Feature Requests while they are transitioning over to the new Product Ideas Lab. To submit and manage new requests, please select the "Product Ideas Lab" tile above.

The Product Ideas Lab is a crowdsourcing platform that allows customers to create new ideas, post comments and vote on other ideas. For more information on the Product Ideas Lab, please refer to the [knowledge base article](#).

My Support: Managing Your Feature Requests

GENESYS | My Support

Welcome, [User]

My Cases Dashboard Announcements FAQ Documentation Contact Us

My Support | PureEngage On-Premises | **Feature Requests**

Submit and Manage Feature Requests

Case Search Knowledge Search

Product Ideas Lab
Have an idea for our product? Submit a new idea, post comments and vote on other ideas

View and Manage Feature Requests
View the status of all submitted Feature Requests.

Support Info
Access Support Info for support processes, tips on navigating My Support, case management, and user guides for our apps and tools.

The ability to submit Feature Requests in My Support has been turned off as of September 15th, 2018. You can still view and manage existing Feature Requests while they are tracked. For new feature requests, please select the "Product Ideas Lab" tab above. The Product Ideas Lab is a crowdsourcing forum that allows you to submit ideas. For more information on the Product Ideas Lab, please visit the Product Ideas Lab page.

- 1 **Case Number:** Assigned by Customer Care
- 2 **Subject:** Description of Feature Request
- 3 **Account:** Account Name
- 4 **Status:** Current status of the Feature Request
OPEN – CUSTOMER CARE (New; Investigation; Info Required from Customer; Solution Proposed)
OPEN – PRODUCT MANAGEMENT (New; Info Required from Customer; Under Review; Future Candidate; Planned; Committed)
- 5 **Sub-Status:** See above
- 6 **Product Name:** Product the Feature Request has been raised against
- 7 **Date Opened:** Date FR opened
- 8 **Date Modified:** Last date that either Genesys or Customer posted an update
- 9 **Contact Name:** Designated Contact who opened the Feature Request

Select 'View and Manage Feature Requests' to view the status.

GENESYS | My Support

Welcome, [User]

My Cases Dashboard Announcements FAQ Documentation Contact Us

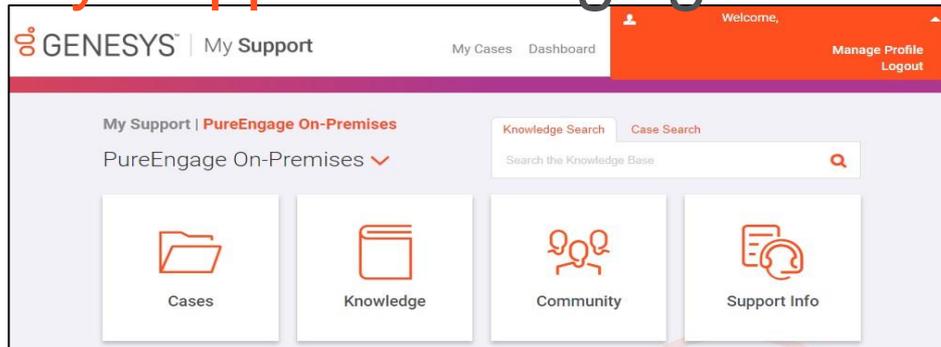
My Support | PureEngage On-Premise | **Feature Requests**

My Cases - All Non-Closed End User All

page 0 of 0 (0 records total) << Previous Next >>

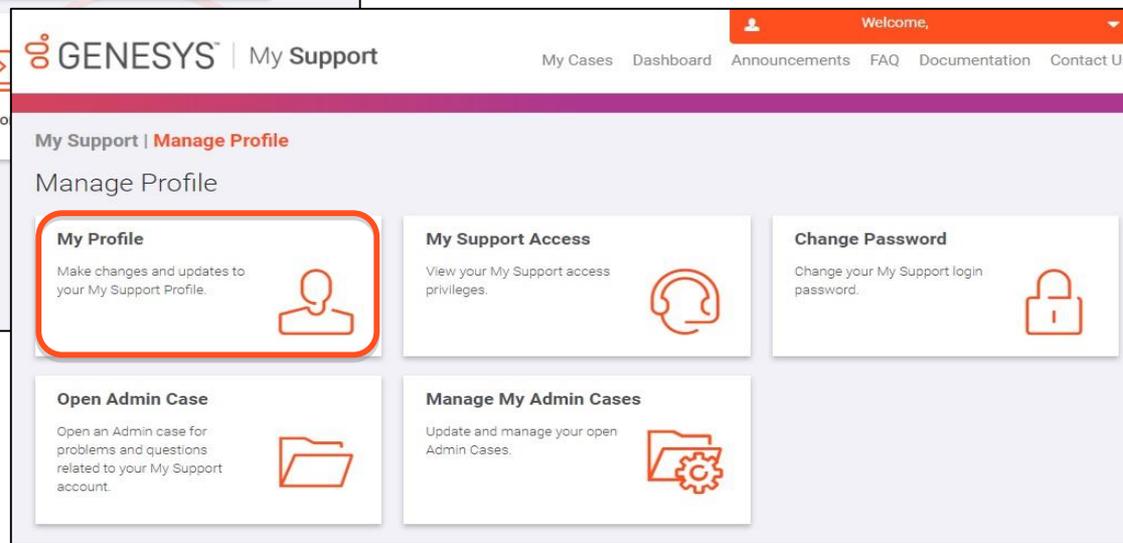
1	2	3	4	5	6	7	8	9
Case Number	Subject	Account	Status	Sub Status	Product Name	Date Opened	Date Modified	Contact Name

My Support: Managing Your My Support Profile



Select 'Manage Profile' to manage your My Support account including level of access, password changes and opening/managing Admin Cases when you have issues with your My Support login or the My Support menu views.

Select 'My Profile' to view and update your information



My Support: Managing Your My Support Profile

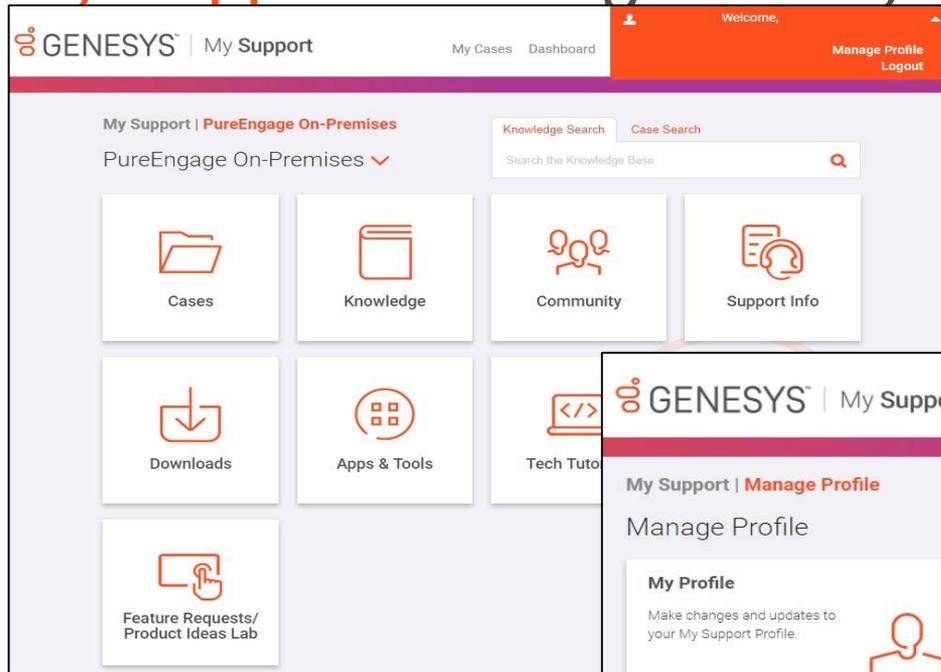
Contact Information

IVR Code / PIN	892386		
Salutation	--None--	Address 1	<input type="text"/>
First Name	<input type="text"/>	Address 2	<input type="text"/>
Middle Name	<input type="text"/>	Zip Code	<input type="text"/>
Last Name	<input type="text"/>	City	<input type="text"/>
Employer	<input type="text"/>	State/Province	--None--
Email	<input type="text"/>	Country	United States
Alternate Email	<input type="text"/>	Mobile Phone	<input type="text"/>
Preferred Method	Email	Contact Phone	<input type="text"/>
Preferred Language	English	Fax	<input type="text"/>

Location of PIN number
*(required when calling
Customer Care or using the
Genesys Care Mobile App)*

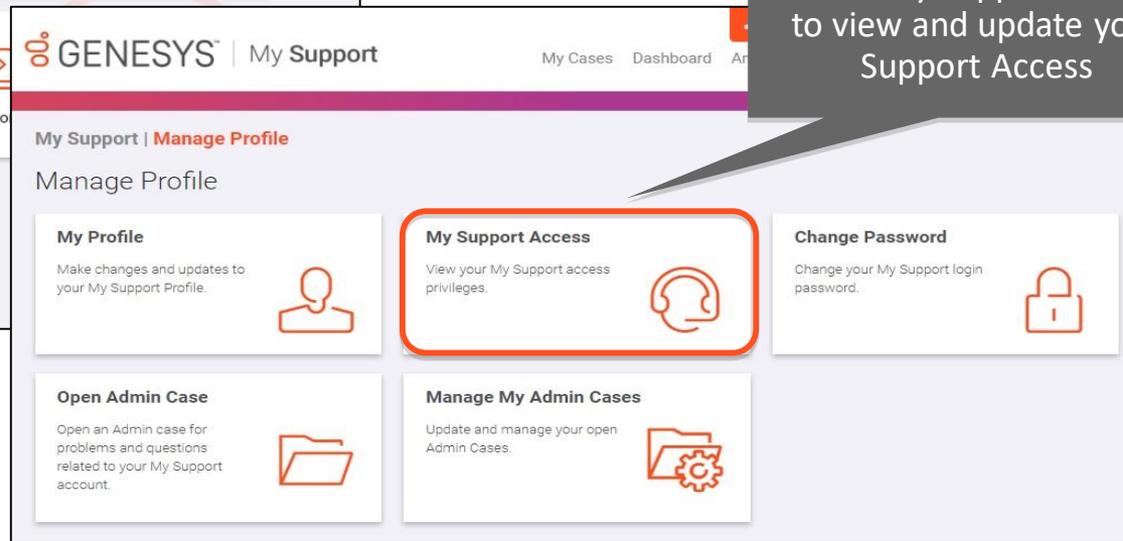
If you update your profile,
select 'Update Contact
Info' before exiting

My Support: Viewing Your My Support Access



Select 'Manage Profile'

Select 'My Support Access' to view and update your Support Access



My Support: Viewing Your My Support Access

 My Support My Cases Dashboard Announcements FAQ Documentation Contact Us Welcome, 

My Support Access - On-Premises Licenses

Access Level	End User Account	End User Location	Sold To Account	Sold To Location	Product Line	Contract Status	
Read/Write	Genesys Customer Care Platform	Daly City,	Genesys Customer Care Platform	Daly City,	PureConnect On Premise	Active	Service Contracts

If you would like additional access, please complete the form below.

Types of Access
READ/ONLY = View case information linked to your Company/Partner, Knowledge Base, Genesys Community, Documentation.
READ/WRITE = Create/View/Manage case information linked to your Company/Partner, Software Downloads, Knowledge Base, Genesys Community, Documentation.

Access level being requested
 Read Only Read/Write

Please specify which Genesys product line you need the access for. **This is especially important for your access setup if your company uses multiple product lines.**

- PureEngage On-Premises
- PureEngage Cloud (including Outbound Engagement, legacy Premier Edition and Enterprise Edition)
- PureConnect On-Premises (formerly known as Interactive Intelligence CIC)
- PureConnect Cloud (formerly known as Interactive Intelligence CaaS)
- PureCloud

To request access for additional accounts, please provide either Customer/Account info or Existing Contacts on those accounts, or both.

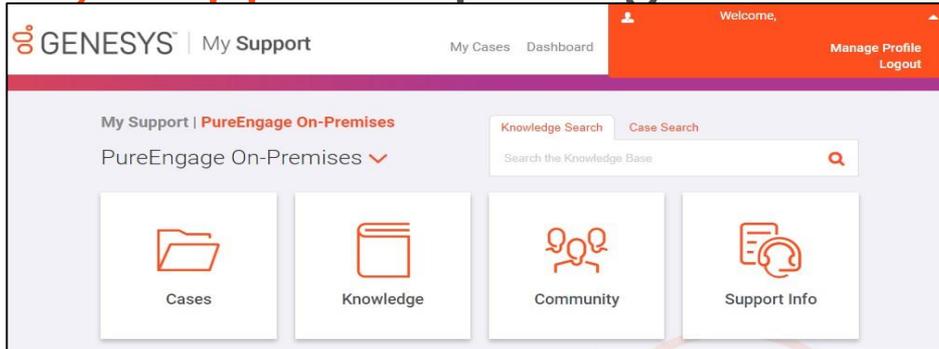
Company/Partner Combinations (End User/Sold To)

Existing Contacts

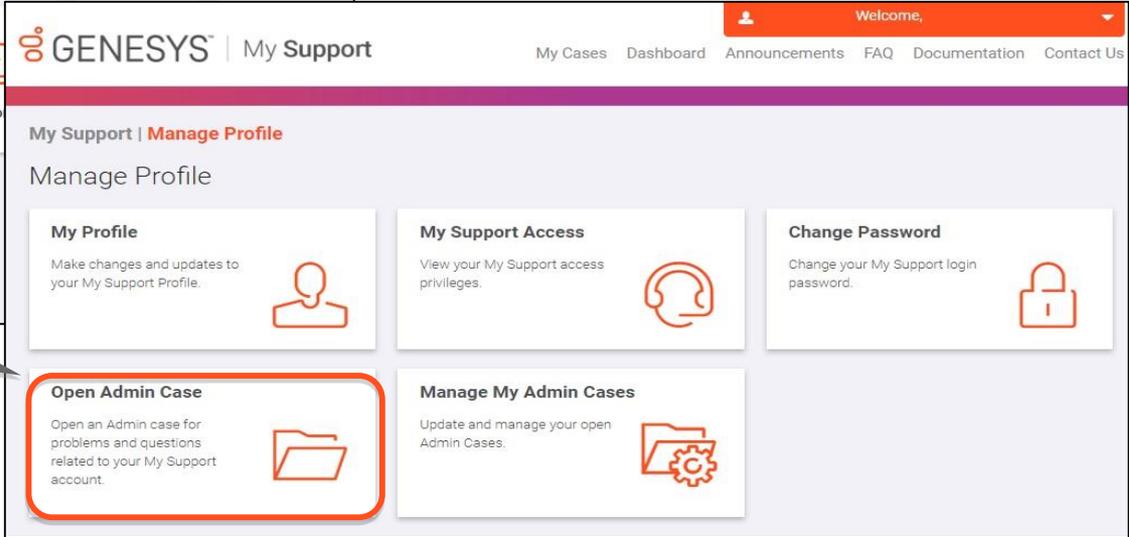
By submitting this form you accept the [Genesys Care Contact Terms and Conditions](#).

My Support Access displays the access levels for all users at your organization

My Support: Opening an Admin Case



Select 'Manage Profile'



Select 'Open Admin Case' for questions and issues you are experiencing with My Support.

My Support: Opening an Admin Case

Select 'Open Admin Case' for questions and issues related to My Support problems and requests

As a reminder, Open a Support Case for problems with your Genesys products, Genesys Care tools, or PS custom applications.

The screenshot shows a web form titled "New Admin Case". The form has several sections: "Subject" (a text input field), "Description" (a large text area), "Business Impact" (a text area), "Priority" (a dropdown menu set to "4-Low"), "Case Sub Type" (a dropdown menu with a list of options), "Date Needed" (a date picker), and "Date Justification" (a text area). At the bottom of the form are "Save" and "Cancel" buttons. A callout box points to the "Case Sub Type" dropdown menu.

Case Sub Type options:

- None--
- Question
- Request: Create New My Support Account
- Request: Add/Remove Support Access
- Request: Change User Profile
- Request: CC Tools License
- Problem: Support Access
- Problem: Other
- Log File Retrieval Service

Select the problem or question you are experiencing with My Support.

Case Escalation

If you are dissatisfied with the handling of your Case:

- Please know your assigned Case Number.
- Send an email to CCManagementAttention@genesys.com
- For Critical issues requiring immediate attention (such as production-down situations), call Customer Care to ask that an open Case be given Critical priority.
- Genesys recommends that you do not escalate issues through any other contacts that you may have in the company.

Appendix

Support Case Priority, Status, and Process

Case Priority Level Criteria

PRODUCTION DOWN	Causes a critical impact to business operations in a live production environment
CRITICAL	Causes a critical degradation to Business operations to the production or pre-production environment or major business application
HIGH	Causes a non-critical, but significant impact in a production or development environment that affects a production roll-out or service levels
MEDIUM	Causes a minor impact in a production or development environment
LOW	Causes little or no impact in a production or development environment

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

Definitions for Case Handling

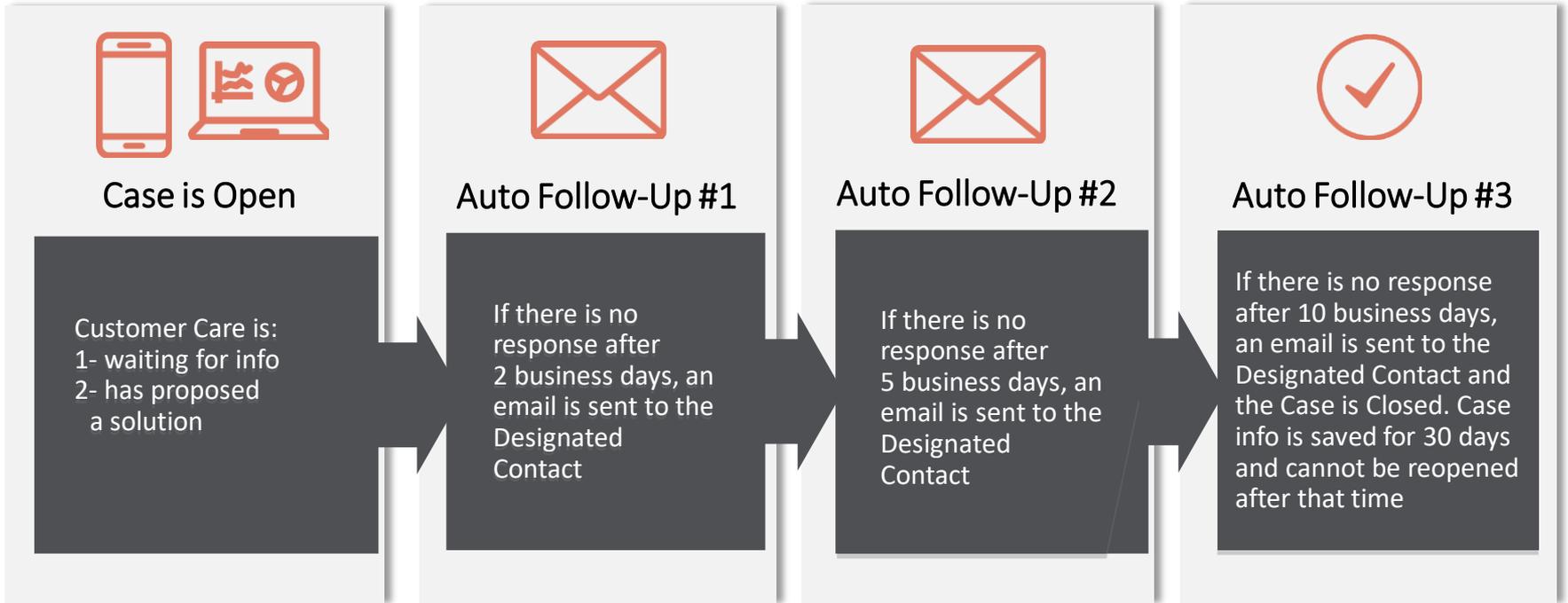
Terms used in the following support target tables:

- **Response Target** is the initial response to Customer after the Case has been submitted.
- **Restoration Target** is the time in which a script, configuration change, procedure (such as reboot), or other action is provided by Genesys to generally restore the system to operation. Restoration Targets may not neutralize the root cause of the problem, but are designed to minimize Customer downtime.
- **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.

Case Handling Process



Automated Follow-Ups



- Applies to all Cases.
- Helps our Designated Contacts manage open Cases awaiting additional information so that Genesys Customer Care can speed the time to issue resolution.

Visit www.genesys.com or call +1.855.821.0932 for more information



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