Support Guide for On-Premises Licenses

Version 3.1 – May 2018

GENESYS

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1   Introduction

This Support Guide provides information about the Genesys Care Response, Restoration and Resolution Targets for **Business Care**, **Premium Care and Pure Success**. Also included in this Support Guide are key definitions and defined responsibilities for both Genesys and Genesys customers and partners.

For more information regarding **Business Care**, **Premium Care and Pure Success**, please contact your Genesys Sales Representative or visit **Genesys Care** for more information.

2   Customer Care Case Responsiveness

2.1   Definitions

Genesys will make every effort to provide support at the levels defined below for Customers who have an active Service Contract.

Genesys shall respond to problems with Licensed Software 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 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.

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

- **Response Target** is the initial response to Customer after the Support 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 Support Case is logged and when Genesys provides a permanent or temporary correction that is accepted by the Customer.

2.2   Support Response, Restoration and Resolution Targets

The following is a summary of the Support Response Targets for **Business Care, Business Care Plus**, **Premium Care and Pure Success**. Please refer to **Appendix A: Response, Restoration and Resolution Targets** for full details.

For critical issues requiring immediate assistance (such as production-down situations), please telephone Customer Care, available 24x7. If you prefer, you can open the Support Case on My Support before calling Customer Care about a critical issue, but it is not required.

If a critical issue needs management attention, the support expert assigned to your Critical Support Case will engage a Customer Care manager.

If your issue is not critical, but you still wish to request Customer Care management attention, please send an email to CCManagementAttention@genesys.com.

Please note: Genesys recommends that you do not escalate issues through any other contacts you may have in the company.

**Please note: The Support Response Targets in the tables below apply to Support Cases only. The Response Targets for Admin Cases is 2 business days.

Table 1: Genesys Business Care and Pure Success Support Response and Restoration/Resolution Targets (summary)

Business Care Service Level Targets - Summary		
Severity Level	**Response Time**	**Restoration/Resolution Target**
Critical – Production Down	60 Minutes (must be called in)	4 hours
Critical	60 Minutes (must be called in)	24 Hours in 80% of all Support Cases*
High	4 Business Hours	2 Business Days in 80% of all Support Cases*
Medium	1 Business Day	5 Business Days in 80% of all Support Cases*
Low	1 Business Day	10 Business Days in 80% of all Support Cases*

For issues that do not require a defect to be corrected.

Table 2: Genesys Business Care Plus, Premium Care and Pure Success Enhanced Response and Restoration/Resolution Targets (summary)

Business Care Plus and Premium Care Service Level Targets - Summary		
Severity Level	**Response Time**	**Restoration/Resolution Target**
Critical – Production Down	30 Minutes (must be called in)	4 hours
Critical	30 Minutes (must be called in)	24 Hours in 90% of all Support Cases*
High	2 Business Hours	2 Business Days in 90% of all Support Cases*
Medium	4 Business Hours	5 Business Days in 90% of all Support Cases*
Low	1 Business Day	10 Business Days in 90% of all Support Cases*

For issues that do not require a defect to be corrected.

3   Working with Customer Care

3.1   Customer Responsibilities

The following are responsibilities that Genesys Customer Care expects of our customers. To ensure that your issue is resolved as promptly as possible, please be sure that you have met these responsibilities before you contact Customer Care. Failure to fulfill these requirements will result in delays in problem resolution.

- You must have a signed Genesys Service Contract and be current in payment of all maintenance fees, or be an approved Pilot or Beta site.

- You must have at least two Designated Contacts who can report a new Case or update an existing Case. Genesys does not limit the number of Designated Contacts for a given customer.

- Your Designated Contacts must be adequately trained to use the Genesys products deployed at your company. "Training" is defined as Genesys core curriculum training as provided through Genesys University, including designated training required for Designated Contacts.

- All Designated Contacts must meet the Designated Contact Access Requirements when setting up Designated Contact access permissions in their profiles.

- All Designated Contacts must also fulfill the Designated Contact Responsibilities. If a Designated Contact is unable to fulfill these responsibilities, Genesys reserves the right to revoke Designated Contact permissions. In that case, you must assign another contact to act in this role, if needed to ensure your company always has at least two Designated Contacts.

- Customers and Partners are responsible for purging all personally identifiable information and other sensitive data from the information they share with Genesys when submitting a new Case, when sending Case updates by email, and when submitting log files and other Case updates using the File Transfer Tool, a temporary FTP account, and other parts of the Genesys My Support web portal.

3.2   *Genesys Customer Care Responsibilities*

To ensure the highest quality of customer experience, Genesys Customer Care commits to the following responsibilities in our interactions with Customers.

- Serve as the initial point of contact for Customers when they have technical questions about Genesys Licensed Software.

- Employ dedicated experts, trained and certified in Genesys software, to analyze and resolve Customer Cases about the operation of Genesys software.

- Use a Case Management system for capturing and managing service requests and customer satisfaction feedback.

- Guide Customers to the Knowledge Base, release notes, and other documentation available on the Customer Care and Technical Documentation portals.

- Collect and analyze all logs, configurations and other files that can aid in resolution of a problem Support Case. Follow Genesys data privacy guidelines when handling all Case information.

- Research all other information needed to troubleshoot non-obvious problems, such as call scenarios, routing strategies, campaign details and environment changes.

- Isolate the problem to a Licensed Software component and, where reasonably practicable, reproduce the problem in a lab environment.

- Provide timely and accurate responses to End User requests in line with On-Premises Support Response Targets.

- Enhance the problem description and investigation information for Customer Care expert analysis when a solution cannot be identified.

- Identify and communicate workarounds, where applicable, in order to resolve a Support Case.

- Communicate best practices around log-file administration and general principles, such as acquiring application and system log files, analyzing log files, and setting log file thresholds.

- Coordinate the creation and distribution of product Feature Requests to Genesys Product Management as and when required.

- Leverage Genesys and industry standard tools to remotely troubleshoot and assist with the investigative and diagnostic process.

- May attend End User site to further the investigation process, once all reasonable attempts to remotely resolve the Case prove unsuccessful.

- Provide reasonable advice on complex configuration and product utilization issues.

- Clarify functions and features of the Licensed Software and Documentation.

- Create and maintain a Knowledge Base that includes problem solutions, answers to common questions, and other information related to Genesys products and our support processes.

- Administer and distribute Product Advisories.

- Verify and analyze software defects and manage fix and software delivery.

- Diagnose problems with the operation of the Licensed Software in a production or development environment in order to determine the root cause.

- Resolve issues requiring product design engineering expertise.

- Create Engineering Requests (ERs) in order to engage Genesys Engineering in assisting with root cause identification and/or validation of Customer issues.

- Direct End User to available Licensed Software and documentation, as appropriate, to resolve Cases.

3.3 Designated Contact Responsibilities

Customer contacts that are granted Designated Contact access permissions with Genesys Customer Care are expected to fulfill the following responsibilities. To ensure that issues are resolved as promptly as possible, please meet these responsibilities before you contact Customer Care. Failure to fulfill these responsibilities will result in delays in problem resolution and may result in Customer Care revoking your Designated Contact permissions.

- You must be able to provide your Contact PIN if requested when you call in to Customer Care.

- You must have a complete technical understanding of your own contact center infrastructure, including licensed software and versions deployed.

- You must be able to specify the names of the Genesys products you are using and the version number of each.

- You must be adequately trained to use the Genesys products deployed at your company.

- You should thoroughly review Genesys product and technical documentation and Knowledge Base before you contact Customer Care for assistance.

- You must be able to provide an accurate description of any issue you report and its business impact.

- You must report each issue separately so issues can be individually tracked to a successful resolution. Reporting multiple issues on one form or adding new issues into correspondence about an existing issue may result in problems being overlooked and not resolved.

- You must be able to transfer information (for example, log files, configuration files, Unix full core file, Dr. Watson file, etc.) electronically, to help us analyze your issue.

- You must purge all personally identifiable information and other sensitive data from any information you share with Genesys when submitting a new Case, when sending Case updates by email, and when submitting log files and other Case updates using the File Transfer Tool, a temporary FTP account, and other parts of the Customer Care portal, called **My Support**.

- You must be available to work with a Customer Care Analyst to resolve your issue.

- If you have requested Critical Priority for an issue, you or another Designated Contact at your company must be available at all times to work with Customer Care in the resolution of your issue.

- When Customer Care requests information or recommends actions to solve an issue, you must respond in a timeline aligned with the agreed priority for that Case.

- During investigation of a Case, if Genesys requests remote access to view the Genesys products in your environment through commercially available, customer-controlled, screen-sharing software, you must ensure that you follow your company's data privacy guidelines when sharing a remote view of your network with Genesys.

- You agree to stay current on Customer Care processes and other news, including receiving and reading Genesys customer newsletters and Customer Care emails as well as notices on the My Support portal.

4 Addendum A: Response, Restoration and Resolution Targets (Detailed)

4.1 *Business Care and Pure Success*

Service Level Targets for Business Care and Pure Success							
Severity Level	Production System	Test / Lab System	Processed	Criteria	Response Time	Restoration or Resolution Target	Defect Correction
Critical - Production Down	✔	✘	7X24	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. Genesys Restoration Target is **4 Hours.**	

					Service Level Targets for Business Care and Pure Success		
Severity Level	**Production System**	**Test / Lab System**	**Processed**	**Criteria**	**Response Time**	**Restoration or Resolution Target**	**Defect Correction**
Critical	✔	✘	7X24	There is a critical degradation of the End Customer's production or preproduction 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 a workaround is provided. For issues that **do not** require a defect to be corrected, Genesys Resolution Target is **24 Hours in 80% of all Support Cases**.	If a licensed software fix is required and there is a specific request to do so, Genesys shall use reasonable efforts to correct the defect in a Hot Fix release. Without a specific request for a Hot Fix, Genesys shall use reasonable efforts to correct the defect in the next maintenance release. Please note that a Hot Fix release is not subjected to a complete QA cycle. Once the defect is incorporated into a subsequent Maintenance Release, the Hot Fix release must be replaced by the Maintenance Release.

Service Level Targets for Business Care and Pure Success						
Severity Level	Production System	Test / Lab System	Processed	Criteria	Response Time	Restoration or Resolution Target	Defect Correction
High	✔	✔	Business Hours	The End Customer's environment is not down; however, there is a severe impact or degradation to business operations or development activities (such as degradation of service quality, intermittent disruption of service, blocks integration work, delays final system or acceptance testing).	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. For issues that **do not** require a defect to be corrected, Genesys Resolution Target is **2 Business Days in 80% of all Support Cases**.	Genesys does not commit to producing Hot Fix requests for High severity issues. Exceptions will require the engagement of Customer Care Management and a solid justification and business case. If a licensed software fix is required, Genesys shall use reasonable efforts to correct the defect within the next Maintenance Release.

Service Level Targets for Business Care and Pure Success							
Severity Level	**Production System**	**Test / Lab System**	**Processed**	**Criteria**	**Response Time**	**Restoration or Resolution Target**	**Defect Correction**
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. For issues that **do not** require a defect to be corrected, Genesys Resolution Target is **5 Business Days in 80% of all Support Cases**.	Genesys shall not produce Hot Fix requests for Medium severity issues. If a licensed software fix is required, Genesys shall use reasonable efforts to correct the defect within a future Maintenance Release.

Severity Level	Production System	Test / Lab System	Processed	Criteria	Response Time	Restoration or Resolution Target	Defect Correction
Service Level Targets for Business Care and Pure Success							
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. For issues that **do not** require a defect to be corrected, Genesys Resolution Target is **10 Business Days in 80% of all Support Cases**.	Genesys shall not produce Hot Fix requests for Low severity issues. Genesys may not commit to correcting Low severity defects in future Maintenance Releases.

4.2   *Business Care Plus, Premium Care, and Pure Success Enhanced Response and Restoration*

Service Level Targets for Business Care Plus, Premium Care and Pure Success Enhanced Response and Restoration							
Severity Level	**Production System**	**Test / Lab System**	**Processed**	**Criteria**	**Response Time**	**Restoration or Resolution Target**	**Defect Correction**
Critical - Production Down	✔	✘	7X24	The End Customer's **live** production environment is down, causing a critical impact to business operations.	30 Minutes (Issues must be reported by telephone)	Genesys shall use all reasonable efforts to continue to work on the problem until service is restored. Genesys Restoration Target is **4 Hours.**	

Service Level Targets for Business Care Plus, Premium Care and Pure Success Enhanced Response and Restoration							
Severity Level	Production System	Test / Lab System	Processed	Criteria	Response Time	Restoration or Resolution Target	Defect Correction
Critical	✔	✗	7X24	There is a critical degradation of the End Customer's production or preproduction environment or major business application causing a critical impact to business operations.	30 Minutes (Issues must be reported by telephone)	Genesys shall use all reasonable efforts to continue to work on the problem until a workaround or resolution is provided. For issues that **do not** require a defect to be corrected, Genesys Resolution Target is **24 Hours in 90% of all Support Cases**.	If a licensed software fix is required and there is a specific request to do so, Genesys shall use reasonable efforts to correct the defect in a Hot Fix release. Without a specific request for a Hot Fix, Genesys shall use reasonable efforts to correct the defect in the next maintenance release. Please note that a Hot Fix release is not subjected to a complete QA cycle. Once the defect is incorporated into a subsequent Maintenance Release, the Hot Fix release must be replaced by the Maintenance Release.

Service Level Targets for Business Care Plus, Premium Care and Pure Success Enhanced Response and Restoration							
Severity Level	Production System	Test / Lab System	Processed	Criteria	Response Time	Restoration or Resolution Target	Defect Correction
High	✔	✔	Business Hours	The End Customer's environment is not down, however, there is a severe impact or degradation to business operations or development activities (such as degradation of service quality, intermittent disruption of service, blocks integration work, delays final system or acceptance testing).	2 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 For issues that **do not** require a defect to be corrected, Genesys Resolution Target is **2 Business Days in 90% of all Support Cases**.	Genesys does not commit to producing Hot Fix requests for High severity issues. Exceptions will require the engagement of Customer Care Management and a solid justification and business case. If a licensed software fix is required, Genesys shall use reasonable efforts to correct the defect within the next Maintenance Release.

Service Level Targets for Business Care Plus, Premium Care and Pure Success Enhanced Response and Restoration							
Severity Level	Production System	Test / Lab System	Processed	Criteria	Response Time	Restoration or Resolution Target	Defect Correction
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).	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. For issues that **do not** require a defect to be corrected, Genesys Resolution Target is **5 Business Days in 90% of all Support Cases.**	Genesys shall not produce Hot Fix requests for Medium severity issues. If a licensed software fix is required, Genesys shall use reasonable efforts to correct the defect within a future Maintenance Release.

Service Level Targets for Business Care Plus, Premium Care and Pure Success Enhanced Response and Restoration							
Severity Level	**Production System**	**Test / Lab System**	**Processed**	**Criteria**	**Response Time**	**Restoration or Resolution Target**	**Defect Correction**
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. For issues that **do not** require a defect to be corrected, Genesys Resolution Target is **10 Business Days in 90% of all Support Cases**.	Genesys shall not produce Hot Fix requests for Low severity issues. Genesys may not commit to correcting Low severity defects in future Maintenance Releases.

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