PureEngage Customer Care

Delivering CX Excellence, no matter the deployment model

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Guiding Principles





Genesys confidential and proprietary information. Unauthorized disclosure is prohibited.

Tier-less Support Standards

- Customer Care Analysts are organized into product support groups around the world, fostering more capacity for resolving problems.
- Each incoming case is immediately assessed for complexity and routed to the right expert, regardless of location.
- Customer Care Analysts retain full ownership and accountability of cases, reducing time to resolution.
- Collaborative model provides access to a global pool of seasoned technical resources.



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Customer Care Facts

Global, **tier-less** 7X24 live answer product support model built to resolve on first contact

- Protecting mission-critical solutions since 1993
- Genesys-certified customer support professionals with many years of industry experience
- Staff certified in specialty areas, including engineering or computer science degrees
- Customer Care support sites around the world

http://www.genesys.com/services/genesys-care

TO BUILD A BETTER WORLD BY UNLEASHING THE POWER OF GREAT CUSTOMER EXPERIENCE (CX)

Worldwide Presence



Customer Care Leadership – PureEngage



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Customer Care Escalation Process

- **Case Escalation Definition**: Customers/partners may need Customer Care to escalate cases or track progress of highly visible issues
- **Escalation Requirements**: Customers/partners are expected to have already opened a case with problem description and all supportive information
- Escalation Process: If a customer or partner requires case escalation support, then please identify platform/product and email all relevant information along with business impact to the appropriate alias as follows:
 - PureEngage Cloud
 - PureEngageCloudManagementAttention@genesys.com
 - PureEngage Premise
 - <u>CCManagementAttention@genesys.com</u>
- **Expectation**: A Customer Care Management team member will acknowledge request and advise on next steps and ongoing communication plan
- Notes:
 - For critical and production-down issues requiring immediate attention, <u>customers/partners must telephone Customer Care</u>
 - For accounts that have a TAM, please contact the TAM, who will coordinate all escalation efforts with the customer/partner and Genesys teams as needed

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Tier-less Product Support Case Handling Standards

Case Opened	 Designated Contact submits a case through My Support New cases can also be opened via telephone, but recommend starting with online submissions unless the case is critical Please do not email Customer Care to open a new case
Case Routing	 Case number is provided for tracking purposes and must be provided when communicating with Customer Care Case is routed to one of the product support groups, if there are no additional questions
	questions
Case Assessment	 Case is assessed for completeness, complexity, and criticality Genesys Customer Care asks Designated Contact for more info, if needed Designated Contact provides more info Case is routed to appropriate Customer Care product support expert
Case Management	 Customer Care product support expert does research and proposes solution to Designated Contact Designated Contact reviews solution
Case Closure	 Designated Contact confirms that proposed solution resolves the issue Customer Care completes root cause analysis and updates Knowledge Base If appropriate, the issue is logged for future hot fix

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Thank you!



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