

PureEngage Customer Care

Delivering CX Excellence, no matter the deployment model

 GENESYS™

Guiding Principles



SOLVE ON
FIRST
CONTACT



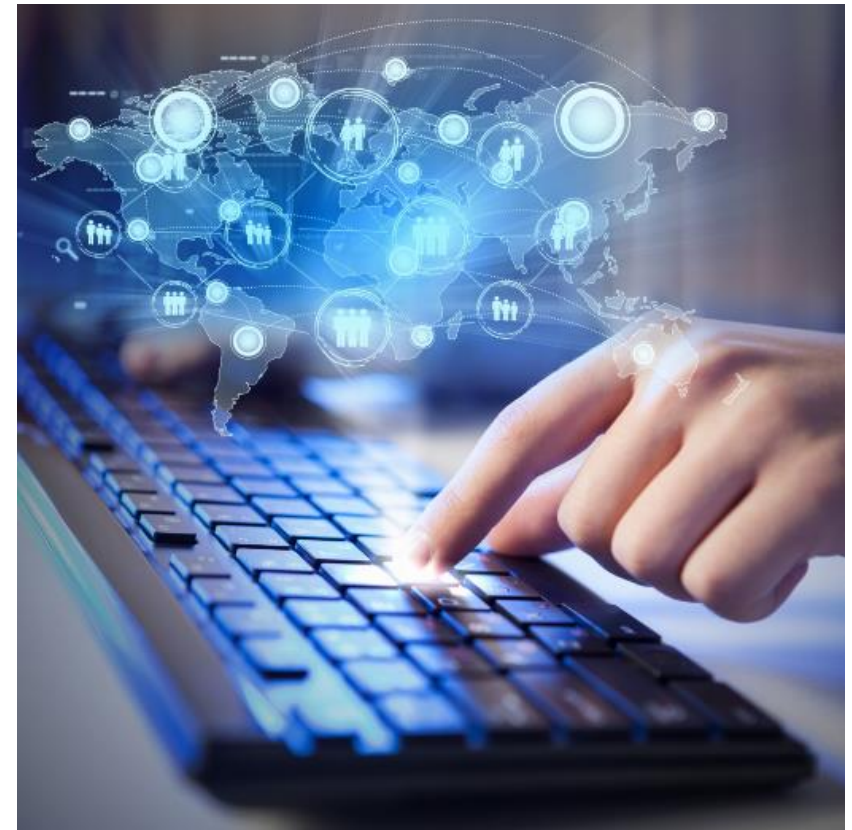
IMPROVE
PRODUCTIVITY
& UPTIME



PREVENT &
MITIGATE ISSUES

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.



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

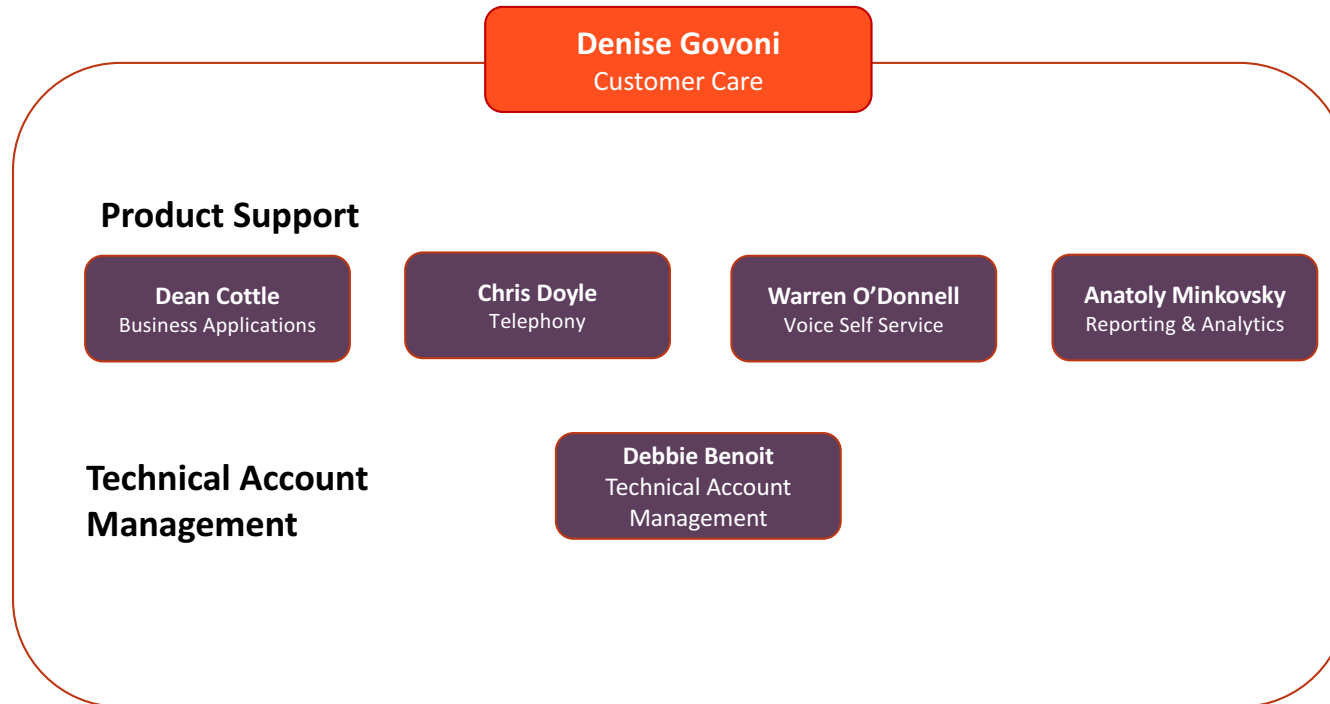
TO BUILD A BETTER
WORLD BY
UNLEASHING
THE POWER OF
GREAT CUSTOMER
EXPERIENCE (CX)

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

Worldwide Presence



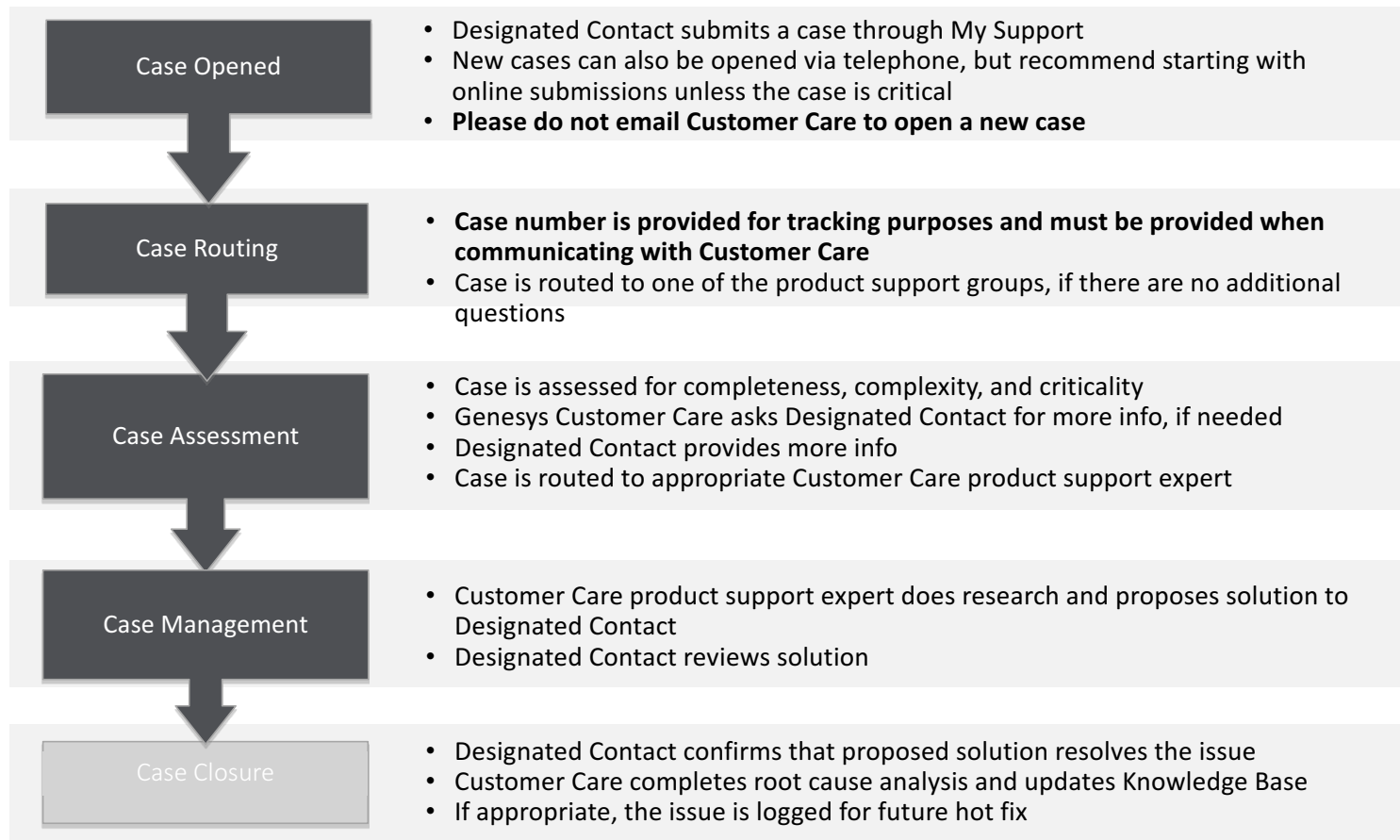
Customer Care Leadership – PureEngage



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**
 - CCManagementAttention@genesys.com
- **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, customers/partners must telephone Customer Care
 - 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

Tier-less Product Support Case Handling Standards



Thank you!



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