Genesys

Genesys Care

Program Guide

(Formerly Titled: Technical Support Guide)

About Genesys

Genesys is the world's leading provider of customer service and contact center software - with more than 4,000 customers in 80 countries. Drawing on its more than 20 years of customer service innovation and experience, Genesys is uniquely positioned to help companies bring their people, insights and customer channels together to effectively drive today's customer conversation. Genesys software directs more than 100 million interactions every day, maximizing the value of customer engagement and differentiating the experience by driving personalization and multi-channel customer service - and extending customer service across the enterprise to optimize processes and the performance of customer-facing employees. Go to www.genesyslab.com for more information.

Each product has its own documentation for online viewing at the Genesys Technical Support website or on the Documentation Library DVD, which is available from Genesys upon request. For more information, contact your sales representative.

Notice

Although reasonable effort is made to ensure that the information in this document is complete and accurate at the time of release, Genesys Telecommunications Laboratories, Inc., cannot assume responsibility for any existing errors. Changes and/or corrections to the information contained in this document may be incorporated in future versions.

Your Responsibility for Your System's Security

You are responsible for the security of your system. Product administration to prevent unauthorized use is your responsibility. Your system administrator should read all documents provided with this product to fully understand the features available that reduce your risk of incurring charges for unlicensed use of Genesys products.

Trademarks

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Technical Support from VARs

If you have purchased support from a value-added reseller (VAR), please contact the VAR for technical support.

Ordering and Licensing Information

Complete information on ordering and licensing Genesys products can be found in the *Genesys Licensing Guide*.

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Introduction

Aligned with our cause to Save the World from Bad Customer Service, Genesys has transformed its support and maintenance into a comprehensive customer care experience. Effective October 1, 2012, Genesys launched Genesys Care, our new customer care program. What's new is our approach, which provides you the flexibility to match the level of your desired support with your specific business needs - throughout the customer lifecycle. Genesys Care is backed by our global team of customer support professionals, which we have increased by 10% to ensure your customer care demands are being met.

The Genesys Care program includes these new offerings:

*   **Business Care**: In designing this new offering, Genesys listened to customer requests for a better log file process and better ways of communicating about problems. Business Care includes all the features of the current Extended Support plan as well as enhanced log file handling, remote diagnostics, and smartphone access.

*   **Premium Care**: For those customers who desire a more proactive maintenance and support plan and who seek a closer working relationship with Genesys, Premium Care offers enhanced capability that extends Business Care to include proactive log file retrieval, troubleshooting or optimization training, enhanced Service Level targets and a Customer Success Manager to help you maximize your Genesys investment.

*   **Flex Care**: The Flex Care offering provides a series of enhancements that can be purchased separately and added, as needed, to either Business Care or Premium Care.

Genesys Care offers extensive choices and alternatives throughout the lifecycle of your Genesys solution, enabling you to maximize system uptime, ensure business continuity and implement disaster recovery strategies. The slightest outage can have significant impact on your business operations and goals. Genesys Care provides enhanced Service Level Targets (see "Genesys Service Level Targets" on page 30) that are specifically designed to minimize downtime and protect your investment. Additional prescriptive and proactive offerings can further help you better manage and transform your contact center environments.

As the market leader in contact center and customer experience, Genesys is uniquely positioned as a resource to our customers on industry standards, methodologies, best practices, and tools that can enable you to maximize the benefits of your Genesys solution. Genesys has a worldwide network of highly skilled Customer Care Analysts and Customer Success Managers dedicated to delivering the best customer service experience and helping you achieve your business objectives.

This Program Guide provides guidelines for interacting with Genesys to quickly address your Genesys product requirements. It includes the following information:

When to Contact Genesys Technical Support

Before you contact Technical Support, please thoroughly review all product information. Also, please be sure you have reviewed your customer responsibilities (see "Customer Responsibilities" on 8). Genesys Technical Support can assist you with the following issues:

- You have an issue with the operation of supported Genesys products in a production or development (test) environment.

- You have an issue with licenses that requires immediate attention to ensure that a production environment remains operational.

- You have post-sale technical questions about the operation of supported Genesys products.

- You have product change or enhancement requests.

- You are notifying us of important project milestones (such as switch upgrades, Genesys software upgrades, or production cutoff dates) so that appropriate staff can be made aware of your plans.

Note: For more information about Genesys Customer Care processes, please refer to the Support Processes category on the Genesys Technical Support Website. The URL for the website is: http://genesyslab.com/support .

Other Contact Information

The following list provides contact information for issues that are not part of Genesys Technical Support responsibilities. If you are concerned with any of these issues, please contact the suggested representative.

- Genesys product pricing or quotations. Please contact your Genesys Sales Representative.

- Genesys Education Services and Genesys Professional Services. Please contact your Genesys Sales Representative.

- Issues with general software programming, not specific to Genesys products, for example, how to define object properties in Visual Basic. Please contact your internal programming experts.

- Issues with products or applications not produced by Genesys, such as switches or IVRs. Please contact the appropriate product vendor. If an issue crosses multiple vendors, Genesys support can be available to work with the other vendors, but you will need to facilitate this process.

- Issues with custom software developed by a third-party systems integrator, please contact the system integrator that developed the application.

- Pre-sales design requests and questions. Please contact your Genesys Sales Representative or Sales Engineer.

- Contact center architecture and design questions. Please contact your Genesys Sales Representative who can arrange for Genesys Professional Services to assist you.

- Anticipated license file changes or additions. Please contact your Genesys Sales Representative or Sales Engineer.

- An update to a Feature Request after the related Service Request has been closed. You can communicate directly with the Product Manager assigned to your Feature Request under the `My Feature Requests` link on the Technical Support website.

Customer Responsibilities

The following are customer responsibilities. To ensure that your issue is resolved as quickly as possible, please review the following list and be sure that you have met these responsibilities before contacting Technical Support. Failure to fulfill these requirements will result in delays in achieving problem resolution.

- You must have a signed Genesys Support Contract, or be an approved Pilot or Beta site.

- You must be a Designated Contact (as described in "Designated Contacts" on) to report a new Service Request or to update an existing Service Request. This includes requirements to set up a Technical Support website account, and to subscribe to receive the *Technical Support News* in your online Subscriptions.

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

- You must have a complete technical understanding of your own contact center infrastructure.

- You must be able to specify the name of the Genesys product you are using and the version number.

- You must be adequately trained to use Genesys products.

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

- You must report each issue separately so they 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.

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- 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 be willing to work with the Support Engineer to resolve your issue.

- If you have requested Critical Priority for your issue, a customer contact must be available at all times to work with Genesys Technical Support in the resolution of your issue.

Tracking an Implementation's Environment Information Online

An implementation is one total solution of Genesys products used by your company. An implementation is most often served by one CME database and can include one or more physical locations. Your company can have more than one implementation if the Genesys solutions are managed and configured independently of one another. This is often the situation when different business units have separate deployments of Genesys solutions.

Implementations will be maintainable online by your Designated Contacts (see "Designated Contacts" on). This information can provide Genesys Technical Support with technical information about your environment that will help when troubleshooting a problem. In your online implementation, you can identify:

- Physical locations of hardware in your implementation (these are created by Genesys and will be the same addresses for which we have issued licenses to you).

- Servers and Switches existing at each physical location.

- Genesys software and databases associated with each Server.

Other information that you can provide includes a network diagram, call flows, or other environment-related information.

Once this implementation data is completed online, you can select an implementation and an "installed product" on a Service Request, and our database will automatically populate your Service Request with the OS, database, switch, link, and other product-specific information that you specified in your implementation. Additionally, our Tech Support staff will be able to review more environment details provided in your implementation data when evaluating the technical details of your Service Request.

Before Logging a Service Request

The following checklists identify tasks that you should complete prior to logging a Service Request with Genesys Technical Support:

If your Service Request is for a question...

- Have you checked the release notes? (page 20)
- Have you checked the Solution Search tool? (20)
- Have you checked the product manuals? (page 20)
- Have you clearly defined the issue?
- Have you checked to see who should receive your request?

If your Service Request is for a problem, add the following information to the checklist above:

- Have you checked the Product Advisories on the Technical Support website?
- Have you been able to reproduce the issue, and if so, have you documented how you've done so?
- Have you collected all relevant log files and configuration files and placed them on the FTP site? (See the *Genesys Technical Support Troubleshooting Guide* for details on the information that should be supplied when logging a Service Request for an issue with a particular Genesys product.)
- Have you documented the key search data to use within the supplied log files?
- Have you identified a clear business impact?
- Have you described what actions you have taken so far in attempting to solve the issue?

Sending Files Via FTP

Genesys maintains an FTP site, `ftp.support.genesyslab.com`, to allow customers to send us large files to assist in the resolution of Service Requests. We have created a separate FTP account for each Sold To and End User combination (ST/EU). Each account has its own login and password. This allows you to control access to a given End User's information to the Designated Contacts of your choice. On the Account Information screen under "My Support", Designated Contacts can see the FTP login information for each ST/EU for which they currently have access permissions.

To enhance the security of your data, we will reset the password of each Genesys FTP account on a quarterly basis. This ensures access to your FTP accounts remains with the people you designate at your company, and it mitigates the impact of organizational changes or turnover in your staffing. Prior to each password reset, we will remind you of the next reset date in a Tech Support newsletter. You can request a password reset at any time from your Regional Technical Support Center.

For more information about using the FTP, see the *Genesys Technical Support FTP Guide.*

Secure FTP

The phrase "secure FTP" is a generic term that usually refers to one of two specific mechanisms for performing secure file transfers:

* SFTP - SSH File Transfer Protocol (i.e., file transfer using secure shell connect)
* FTPS - SSL/TLS protocol under FTP (i.e., FTP with TLS/SSL)

There is a third mechanism for performing secure file transfers which is called "SCP" (an acronym for "Secure Copy") which does not appear to be a commonly utilized protocol and will therefore not be referenced further in this document.

Genesys only supports FTPS as a secure ftp protocol. SFTP is not supported. The following details are pertinent to Genesys' implementation of FTPS. Specifically, Genesys supports "Explicit FTP over TLS/SSL".

Genesys FTPS runs on primary host ftp.support.genesyslab.com (IP address 198.49.180.18). There is a backup ftp host at ftp1.wcpn.genesyslab.com (IP address 199.165.223.23).

The required TCP ports are:

* Commands - port 21
* Data - port range: 60000 - 60100 (passive mode)

Note: There are no plans to use port 22 (SSH/SFTP). FTPS uses the ports listed above.

Genesys implementation of FTPS uses a 1024-bit encryption key for file transfer. Mutual authentication is not supported. That is, Genesys FTPS does not check the initiator IP of the transfer to confirm the originating IP address, only the username.

File Compression

Whenever Genesys Technical Support requires large data files such as logs, we ask that you use WinZIP or PKZIP to compress files. This decreases file transfer times. Customers running on Unix should use one of the standard compression utilities, such as GZIP.

How to Log a Service Request

Only Designated Contacts will be allowed to report a new Service Request or update existing Service Requests. Other employees who work for Genesys Direct Customers, Resellers, or End Users may be granted read access to view their Service Requests and other information on the Tech Support website even if they are not a Designated Contact.

All new Service Requests must be submitted via the Technical Support website or by calling your local Genesys Technical Support Center. We will continue to accept e-mail regarding existing Service Requests. However, e-mails will not be accepted to create a new Service Request. Our online web form can instruct and guide you to provide the required information. We can then route the submitted Service Request directly to a skilled Support Analyst who can investigate your issue.

Note: It is recommended that customers submit the ticket by web first, and then call if needed to discuss the problem or to raise it to critical priority.

Designated Contacts

A Designated Contact is a contact who has been identified to represent a Genesys Customer or Partner for reporting and managing Service Requests with Genesys Technical Support. This is required for security reasons and helps us make sure we are providing service and information about your account to contacts who should be representing your company. Also, assigning such Designated Contacts to work with Genesys will assist us in making sure that contacts working on Service Requests with Genesys understand how to work with us effectively, and that you are informed of critical Support information. There are minimum requirements that must be met to be a Designated Contact. Please see the following subsections for more information on these requirements.

Important Concepts

You must familiarize yourself with some important concepts to understand how Designated Contact access will work.

End User: This is the company that is using Genesys products. End users do not work with Genesys Technical Support directly if they receive maintenance through a VAR. In that case, contacts from the End User can be granted "Read Only" access to Service Requests that their VAR opens on their behalf. End Users with a direct maintenance agreement can have Read/Write access for their Service Requests.

Sold To: This is the company that submits the purchase order for a maintenance agreement and is usually responsible for the Support interactions between Genesys and the End User. For example, a direct customer may have the same company acting as the Sold To and End User of the maintenance agreement. For an indirect agreement, a VAR may be the Maintenance Owner and represent a different End User company. In this example, the VAR would be the Sold To and would be responsible for providing technical support to the End User.

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Designated Contact Access: Genesys Technical Support grants access to Service Requests per combinations of Sold To and End User Companies, as they appear on current maintenance agreements. Designated Contact access affects your ability to report Service Requests, whether reported via web or telephone. It will also affect which Service Requests you can view on the Genesys Tech Support website.

Requirements to Become a Designated Contact

A contact must meet minimum requirements to be qualified to work with Genesys Technical Support. After the requirements have been verified, then Genesys will designate a contact to act on behalf of a combination of Sold To and End User companies with valid maintenance agreements.

Minimum Requirements to be Qualified:

1. The contact must agree to the Designated Contact Terms and Conditions (accepted by clicking on the "Submit Request" button in an online form at: `http://genesyslab.com/ContactProfile/mysupport.aspx`). Designated Contacts can review the most current version of the Terms at any time at: `http://genesyslab.com/ContactProfile/Dcterms_conditions.aspx`.

2. The contact must provide a personal corporate e-mail address.

3. The contact must have an active Genesys website account with Technical Support website permissions.

4. Contacts are expected to be trained and hold current certification on the products for which they open Service Requests.

Requirements to be Designated:

1. Only contacts that have been qualified will be identified as a Designated Contact and granted read/write access to report and manage SRs and implementations.

2. Contacts who receive read/write access must work for the Sold To company identified on the maintenance agreement, or work for an Solution Integrator/Contractor company that has been approved by the Sold To. The contact cannot work for the End User identified on the maintenance agreement unless the End User is a division or subsidiary of the Sold To, or the End User has a direct maintenance agreement with Genesys.

3. Employees of the Sold To or End User companies on a maintenance agreement can be granted read-only access to the SRs for that agreement. These contacts are not considered Designated Contacts.

How to Become a Designated Contact

For existing Technical Support website users:

To request Designated Contact access or Read Only access to "My Support" section of the Support Website, go to the My Support Access Tab of your User Profile and follow the instructions. You will need to log in.

For contacts who do not have a Genesys Technical Support website account:

Before an individual can become a Designated Contact, they need to register with Technical Support first, following the steps provided below:

1. Go to http://genesyslab.com/support/~account/request/.

2. Provide requested contact information.

3. Select "My Support eService" access option - you will be redirected to the "My Support Access" page.

4. Complete the form and submit request.

It usually takes up to two business days to process a request. We may contact you via phone or email to obtain additional information.

Contact PIN

When you call in to Technical Support, you may need to identify yourself by a PIN. This is an identification number that is assigned to every customer and partner contact in our database. This helps us identify you, which can help you get in touch with a skilled analyst more quickly. This may be requested whether you are being routed through automated voice prompts (GVP) or are talking directly with a Support Analyst.

As all contacts have a PIN, we will verify whether or not you are a Designated Contact when you call in to open an SR. Only Designated Contacts will be allowed to open an SR or work on an existing SR, even if you have a PIN. PINs will not be distributed via e-mail, for security reasons. You can find your PIN in your Genesys online user profile. If you do not remember your password for your online user profile, you can use your e-mail address as your login and have the system send you a password reminder.

Contacting Genesys Technical Support

Below is the information you need to contact any of the regional Genesys Technical Support Centers.

Technical Support Center for North America

For partners and customers in North America, the Technical Support Center in Saint John, New Brunswick, Canada, is staffed from Monday through Friday between 8:00 AM and 9:00 PM EST. You may reach the Saint John Technical Support Center through the following channels:

*   **Telephone:** 888-369-5555 or 506-674-6767
*   **Fax:** 506-637-3901
*   **E-Mail:** `support@genesyslab.com` (new Service Requests should not be requested via e-mail; see "How to Log a Service Request" on)
*   **FTP:** `ftp.support.genesyslab.com` (with a specific customer account)
*   **Mail:** 50 Smythe Street,Saint John, NB Canada, E2L 0B8

Customers who require assistance after normal business hours for critical issues should call their normal regional Genesys Technical Support center. Non-critical issues will be addressed on the next business day.

Note: Genesys Technical Support does not monitor web or e-mail requests 24 hours a day. After normal business hours (as specified above), any communications through our support website or support e-mail are addressed the following business day.

Technical Support Center for Latin America

For partners and customers in Latin Ameria, the Technical Support Center in São Paulo, Brazil, is staffed from Monday through Friday, 8:00 AM to 8:00 PM BRT (UTC-3). You can reach the São PauloTechnical Support Center through the following channels:

*   **Telephone:** +55 11 2948 5776
*   **Fax:** +55 11 2948 5757
*   **E-Mail:** `la-support@genesyslab.com` (new Service Requests should not be requested via e-mail; see "How to Log a Service Request" on
*   **FTP:** `ftp.support.genesyslab.com` (with a specific customer account)
*   **Mail:** Av. Marginal Direita Anchieta, 400 prédio 3 segundo subsolo sala 200 - Km 11,5 - São Paulo - SP - Brazil - Zip Code: 04182-901

Customers who require assistance after normal business hours for critical issues should call their normal regional Genesys Technical Support center. Non-critical issues will be addressed on the next business day.

Note: Genesys Technical Support does not monitor web or e-mail requests 24 hours a day. After normal business hours (as specified above), any communications through our support website or support e-mail are addressed the following business day.

Technical Support Center for Europe, Middle East, and Africa

For partners and customers in Europe, Middle East, and Africa, the Technical Support Center in Frimley, United Kingdom, is staffed from Monday through Friday, 8:00 AM to 7:00 PM GMT, excluding local holidays. You may reach the FrimleyTechnical Support Center through the following channels:

- **Telephone:** +44 (0) 127 645 7002
- **Fax:** +44 (0) 127 645 7001
- **E-Mail:** `support@genesyslab.co.uk` (new Service Requests should not be requested via e-mail; see "How to Log a Service Request" on)
- **FTP:** `ftp.support.genesyslab.com` (with a specific customer account)
- **Mail:** Building 3, Frimley Business Park, Frimley, Camberley, England GU16 7ST

Customers who require assistance after normal business hours for critical issues should call their normal regional Genesys Technical Support center. Non-critical issues will be addressed on the next business day.

Note: Genesys Technical Support does not monitor web or e-mail requests 24 hours a day. After normal business hours (as specified above), any communications through our support website or support e-mail are addressed the following business day.

Technical Support Center for Asia Pacific

For partners and customers in Asia-Pacific countries, the Technical Support Center in Brisbane, Australia, is staffed from Monday through Friday, 8:00 AM to 6:00 PM Australian Eastern Standard Time, excluding local holidays. You may reach the Brisbane Technical Support Center through the following channels:

- **Telephone:** +61 7 3368 6868; Malaysia (toll free): +1 800 814 472
- **Fax:** +61 7 3368 2379
- **E-Mail:** `support@genesyslab.com.au` (new Service Requests should not be requested via e-mail; see "How to Log a Service Request" on)

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- **FTP:** `ftp.support.genesyslab.com` (with a specific customer account)
- **Mail:** PO Box 2075, Toowong QLD 4066 Australia

Customers who require assistance after normal business hours for critical issues should call their normal regional Genesys Technical Support center. Non-critical issues will be addressed on the next business day.

Note: Genesys Technical Support does not monitor web or e-mail requests 24 hours a day. After normal business hours (as specified above), any communications through our support website or support e-mail are addressed the following business day.

Technical Support Center for India

For partners and customers in India, the Technical Support Center in Mumbai, India, is staffed from Monday through Friday, 8:00 AM to 5:00 PM Indian Standard Time, excluding local holidays. Non critical issues will be dealt with during standard Indian business hours. You can reach the India Technical Support Center through the following channels:

- **Telephone:**

  Toll free: 000-800-100-7136

  Toll number: +91 (0)-22-3918-0537 or +61 (7)-3368-6868
- **Fax:** +91 (0)-22-3918-0537
- **E-Mail:** `support@genesyslab.com.au` (new Service Requests should not be requested via e-mail; see "How to Log a Service Request" on
- **FTP:** `ftp.support.genesyslab.com` (with a specific customer account)

Customers who require assistance after normal business hours for critical issues should call their normal regional Genesys Technical Support center. Non-critical issues will be addressed on the next business day.

Note: Genesys Technical Support does not monitor web or e-mail requests 24 hours a day. After normal business hours (as specified above), any communications through our support website or support e-mail are addressed the following business day.

Technical Support Center for Japan

For partners and customers in Japan, the Technical Support Center in Tokyo, Japan is staffed from Monday through Friday, 9:00 AM to 6:00 PM Japan Standard Time, excluding local holidays. You can reach the Tokyo Technical Support Center through the following channels:

- **Telephone:** 03-6361-8950 (within Japan)
  +81-3-6361-8950 (outside Japan)

- **Fax:** +81-3-6327-7959
- **E-Mail:** support@genesyslab.co.jp
- **FTP:** ftp.support.genesyslab.com (with a specific customer account)
- **Mail:** Uchisaiwaicho Tokyu Building 6F, 1-3-2, Uchisaiwaicho, Chiyoda-ku, Tokyo, 100-0011 Japan

Customers who require assistance after normal business hours for critical issues should call the APAC Regional Support Center at +81 3 63618956. Please note this after-hours service is available in English only. Non-critical issues will be addressed on the next business day.

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Genesys Technical Support Services

Below is an outline of Genesys Technical Support Services.

Table 1: Genesys Technical Support Services

Type	Description
Support Services	24 x 7 Telephone Support for Production Critical Issues and Business Hour Coverage for all other issues
	On-Site Support for Emergency Situations
	Remote Access Support as Needed
	Cooperative Support Agreements
	Service Request Closure Notifications with Customer Satisfaction Surveys
	Specialist on Standby for Significant Production Migrations
Web Support and Knowledge Sharing	Web-Based Service Request Creation/Update/Status
	Extensive Web Knowledge Base
	Solutions Search Database of Tens of Thousands of Resolved Service Requests
	E-Mail Notification Services (Product Advisories / Release Notes)
	"Tech Tutorials" (Technical Web-Based Seminars)
	Software Downloads through Support Web Site
Software Releases	Major Releases/Minor Releases (New Features and Functions)
	Maintenance Releases/Hot Fixes (Bug Fixes/Stability)

The Genesys Technical Support Website

Customers with current Support Contracts can be granted access to a Technical Support website that contains a range of services to assist you with implementing and maintaining your Genesys Solutions. The URL for the website is: http://genesyslab.com/support .

To Request an Account

To request an account, go to the website and click on the New Account link. This prompts you for the necessary information to establish your account.

Users can be granted three levels of access to the Technical Support Website:

Table 2: Access Levels

Access	Knowledge Base	Read Service Requests	Create or Update Service Requests
Level 1	✓		
Level 2	✓	✓	
Level 3, Designated Contact	✓	✓	✓

- Level 1 access requires you to be an employee of a Genesys customer or partner company.
- Level 2 and Level 3 access require you to be an employee of a Sold To company or End User company with a current maintenance agreement, or a System Integrator with permission from the Sold To Company.
- Level 3 additionally requires you to be a Designated Contact (see "Designated Contacts" on page 12).

The Services provided by the Technical Support website include
(with appropriate access):

- Browsing and searching an extensive, up-to-date knowledge database, which includes white papers, product advisories, technical manuals, and release notes.
- Attending Tech Tutorials: web-based seminars on selected topics, taught by product specialists. (See "Tech Tutorials" on page 22.)
- Using the Solution Search Tool (formerly called Public Ticket Archive) to find resolutions for closed Service Requests.
- Viewing the current status and details of Service Requests.
- Creating or updating Service Requests, if you are a Designated Contact.
- Tracking and updating an implementation's environment information online, if you are a Designated Contact.
- Changing your login, password, and user profile information with secure access.
- Managing e-mail preferences (including E-mail Subscriptions) from within your account profile.

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"My Support" Overview

You will find the following information on the My Support screen after logging into the Support Website. For more information, see the *Technical Support Website "My Support" Guide.*

Table 3: My Support Information

Section	Purpose
My Service Requests	• This section shows you Service Requests (SRs) for which you are the main contact. These Service Requests are organized by Sold To and End User company combination, per your maintenance agreement(s). • For Sold To/End User combinations that have been granted read/write access, you can open a new SR in this section, or you can submit and view updates for existing SRs.
My Feature Requests	• This section allows you to view all Feature Requests (FRs) for which you are the main contact. This includes updates provided by the Product Manager assigned to your Feature Requests. • You can also submit updates to your Feature Request in this section. • All new Feature Requests must be logged initially as an SR. For more information, please see "Submitting Feature Requests" on page 40 and "Submitting Service Requests" on page 24.
My Open Surveys	• A list of your recently closed SRs for which you have not yet submitted feedback. (You can complete a survey for 60 days after the SR is closed.)
My Completed Surveys	• A list of surveys that you have submitted for your closed SRs.
My Company's Service Requests	• Allows you to view all SRs for which you have been granted Read/Write or Read-Only access.

Table 3: My Support Information (Continued)

Section	Purpose
My Company's Implementations	• Allows you to access all implementations for the End User company (or companies) that you work for or represent.
My Company's Entitled Software Downloads	• Allows you to download software (GA CDs, GA IPs, and Hot Fix IPs) from the Technical Support Website for all products for which your company has a valid maintenance agreement.

Subscriptions

• The ability to sign up to receive automated notifications about new and updated Release Notes and Product Advisories.

• Tech Support News (monthly newsletter).

• And other subscriptions.

Tech Tutorials

Genesys Technical Support offers Tech Tutorials to help you maximize the business benefits of Genesys solutions and minimize downtime.

Each of these highly technical tutorials covers a different topic ranging from troubleshooting to optimization of your Genesys solutions. Tech Tutorials are presented by our subject matter experts from different worldwide regions. The tutorials are web based with a toll free number for audio. Previous Tutorials are recorded, and are made available for download from the website.

This service is offered at no additional charge for customers and partners with current maintenance agreements. For more information, please go to: http://genesyslab.com/support/tutorials/ .

The expected benefits of the Technical Support website are:

• Increased partner and customer self-sufficiency.

• Quicker resolution times to issues and questions through 24 x 7 access to pertinent technical information.

• Improved communications with Technical Support.

• Secured site where information is kept confidential and up-to-date.

Note: For help in using the Technical Support website, please go to the help file under "Knowledge Base" or "My Support" in the website navigation bar.

Software Downloads

The Software Downloads functionality allows Genesys Customers and Partners to download software (GA and PA CDs and IPs, and Hot Fix IPs) from the Technical Support Website for all products for which they have a valid maintenance agreement.

Accessing Software Downloads

Note: To access the software download section of the website you must be a Technical Support Designated Contact.

1. Go to the Technical Support website at `http://genesyslab.com/support`.

2. Go to the "My Support" section of the website.

3. Click on the link titled "My Company's Entitled Software Downloads."

4. You will have to accept legal terms including an agreement that you will only distribute the software to the End User that you downloaded the software for specifically.

5. Next you will select a specific Sold To and End User that you are downloading the Software for. (You must have Designated Contact level of access which shows as Read/Write access in your list of Accounts.)

6. After you select a specific Sold To and End User, you will be presented with the list of products that are covered by existing valid Maintenance Agreements for the Account combination selected.

7. Once you select a product, you will go to the next screen that will show the available related downloadable IPs (GA, PA, and Hot Fix) and CDs. You will also see a list of Controlled IPs and Controlled CDs (for visibility only, not downloadable).

How to Use the Download Functionality

The *Software Downloads User Guide* is posted in the Support Processes category of the Technical Support Knowledge Base.

If You Do Not See a Product that You Want to Download

If you believe that you have a valid Maintenance Agreement for a product that you want to download, but you do not see it on the website, there are several possible causes:

• You do not have Read/Write access for the Sold To/End User Account combination that has valid maintenance for the product you are downloading. This will be the case if you are an End User working through

a VAR. The VAR will have the required level of access permissions to download the software. If you believe that your access level is incorrect, please contact Technical Support to investigate and adjust your access.

- You selected the wrong Sold To/End User Account combination. Please make sure you have selected the right Sold To/End User for the product you are looking for.

- Something needs to be fixed on your Maintenance Agreement. Please contact Technical Support to investigate.

- You do not have licenses and/or maintenance for that product and will need to purchase maintenance. Work through your normal channels for purchasing products and services.

Service Requests

The following sections describe how to open, track, and close Service Requests (SRs).

Service Request Numbers

Your service request will be assigned an SR number and you will be given that number. An SR number identifies a Technical Support inquiry, along with all of its supporting documentation and information. You should refer to the SR number when referencing your issue in all future communication.

Submitting Service Requests

To submit a Service Request:

1. Go to the Genesys Technical Support website's `My Service Requests` section.

2. Select the Sold To/End User combination for which you want to submit a Service Request. Make sure you have Read/Write access in the access level column.

3. Click `New` in the `My Service Requests` section

4. Select the Problem Type (`Administration` or `Product`). The type of problem selected helps identify who is needed to resolve the issue, and guides you to provide the information that we need to proceed with your issue.

   - A `Product` type of SR will be routed to a Technical Support analyst who is skilled in the specified product.

   - An `Administration` type of SR will be routed to a representative who is able to change access privileges and to manage customer-account and non-product-related issues.

5. Fill out the form and click `Submit`.

Required Fields

Required fields are preceded by `*`. Please provide as much information as possible in all fields to help us understand your problem clearly when we receive it. This is especially important for the `Problem Description`, `Number of agents/ports affected`, `Environment type` and `Business Impact` fields.

Business Impact

Business Impact helps us understand how the problems you are experiencing are affecting your business. Details about the impact on your business are absolutely necessary when the problem is Critical or High. For business impact, we would like to know:

•   Is production down?

•   If production is not down, is it seriously impacted? If yes, what number or percentage of your staff is affected?

•   If the problem affects a non-production implementation, are there any project milestones at risk?

•   If production or project deliverables are not threatened today, could they be in a couple of weeks if the resolution takes some time?

•   What are the dates for implementation/deliverables in the near future?

Service Request Confirmation

You will receive an e-mail notification assigning your SR number and listing the SR details that you submitted.

Service Request Priority

As the standard Genesys maintenance agreement explains, Technical Support uses the following severity categories to assign Service Request priority:

1. **Critical**—Causes a severe impact (for example, calls or e-mails cannot be completed or critical business processes are disabled) on business operations in a production environment with no available workaround. Critical SRs require customer personnel available at all times to work with Genesys personnel. This is our highest level of priority.

    Note: To report a Critical issue, please log a High-priority Service Request on the website, then call Genesys Technical Support to escalate the priority to Critical.

2. **High**—Causes a non-critical, but significant, impact (for example, call or e-mail processing becomes altered and degrades service quality or handling of business data) in a production or development environment that affects a production roll-out or service levels.

3. **Medium**—Causes a minor impact (for example, minimal degradation of call or e-mail processing) in a production or development environment.

4. **Low**—Causes little or no impact in a production or development environment.

Note: It is vitally important to set and maintain the correct priority throughout the entire life cycle of the Service Request. Failure to do so will inevitably result in delays.

Service Request Status

Technical Support uses the following Service Request statuses to manage the issue resolution process:

Table 4: Service Request Status Definitions

Service Request Status	SubStatus	Description
Open		
	New	Waiting to be reviewed
	Tier 1	When Tier 1 is working on the SR
	Tier 2	When Tier 2 is working on the SR
	Tier 3	When Tier 3 is working on the SR
	Engineering Request	When the SR has been escalated to Engineering
	Maintenance Review	Resolving Maintenance Entitlement
	Third Party Pending	Used if we have logged a fault with a Third Party and are waiting for a response
	Order Pending	Software has been ordered and we are waiting for it to be shipped
	PM Review	Used when we need Product Management approval or review

Table 4: Service Request Status Definitions (Continued)

Service Request Status	SubStatus	Description
Awaiting Information		
	Info Required from Customer	Used when Genesys requires additional information from the customer to advance the SR
Solution Proposed		
	Replied	Used when software has not been provided, but a solution has been proposed
	Fixed-Software Provided	Used when software has been provided
Closed		
	No Maintenance	Used when the customer has no valid maintenance contract
	Customer Resolved Issue	Used when the customer informed us that they fixed the problem themselves
	Duplicate Request	Used when a duplicate SR has been found
	General Question Answered	Used when the problem has been resolved by answering a customer's general question
	Working as Designed	Used when the customer has been informed that the product is working as designed
	No Response	Used when Genesys received no feedback from the customer after sending three automatic follow-ups
	Feature Request	Used when the SR has been closed and the Feature Request is being managed by Product Management
	Problem External to Genesys	Used when the problem's source is found to be outside of Genesys—for example, in the database, switch, or certain hardware
	Referred to Other Department	Used when the request should have gone to Order Management, Sales, Professional Services, or other Genesys departments

Table 4: Service Request Status Definitions (Continued)

Service Request Status	SubStatus	Description
	License File Provided	Used after a license file was provided
	Software Request Fulfilled	Used once software has been sent
	Problem Resolved	Any other reason the SR was closed

Submitting Service Request Updates

To submit a Service Request update:

1. Go to the Genesys Technical Support website's My Service Requests section.

2. Select the Sold To/End User Combination for which you want to update a Service Request. Make sure you have Read/Write access in the access level column.

3. In the My Service Requests section, click the SR number hyperlink of the SR that you want to update. This allows you to drill down into its details.

4. Scroll down to the Updates section of the SR, and click the Add button.

5. Enter the details of your update, and click Submit.

6. You will now see your update (and updates provided by Support) online in each SR.

7. Alternately, you can send an email to the support email alias for your region. In the subject line ensure the key phrase "SR# xxxxx" appears at the start (where xxxxx is the SR number you are updating). The contents of the email and attachments will be placed into the SR.

8. Please note that, by default, updates via email are not visible to you. This is to ensure privacy in case the SR number is incorrect and it is placed in the wrong SR.

Closure of Service Request

Genesys Technical Support will close a Service Request for the following reasons:

• We are requested to close a Service Request due to a successful resolution.

• We have sent three Automated Follow-ups about the Service Request without response (please see the section "Automated Follow-ups," immediately below).

Automated Follow-ups

The Automated Follow-ups Service is designed to ensure timely and proactive follow-up with customers when we need information to advance a Service Request towards resolution.

Automated Follow-ups will be sent to the Contact person on the Service Request. This Contact person will receive an Automated Follow-up e-mail requesting information when we require information from him or her in order to advance the issue.

An Automated Follow-up will be sent seven (7), fourteen (14), and twenty-one (21) calendar days after a Service Request has been placed into one of these statuses. If the customer has not responded to Genesys Technical Support after these three notifications have been sent, the Service Request will be closed. The Service Request can be reopened if the Service Request has been closed in error.

A Technical Support Analyst can disable this automated communication if the customer can provide a date within the next 30 calendar days when they will be able to respond with the information requested or confirm resolution.

Customer Satisfaction Surveys

A Customer Satisfaction Survey can be submitted for any Service Request opened with Genesys Technical Support. When a Service Request is closed, Support sends out an automated e-mail with some of the Service Request details and a link to a survey. The Survey can be accessed on the Support Website under the "My Open Surveys" section, up to 60 days after the Service Request is closed. You can access completed Surveys on the support website under the "My Completed Surveys" section.

The survey helps confirm that Service Requests are closed appropriately, summarizes the resolution for customer records, and provides a link to the surveys so customers can provide feedback on how the Service Request was handled. The survey is short, containing six questions with a 5-point rating scale (1 = Extremely Dissatisfied and 5 = Extremely Satisfied). Additionally, there is a text field for customers to provide written feedback.

These surveys are used to ensure that customers have a positive experience with Genesys Technical Support. Positive feedback is used to measure success of individuals as well as our services overall. Similarly, issues reported are used to make changes to our services in the future. We value your input and thank you for your continued feedback.

Reopening a Service Request

A previously closed Service Request may be re-opened if an issue has not been resolved. For the Service Request to be re-opened, all of the new supporting information demonstrating that an issue has not been resolved should be supplied to Genesys Technical Support. Without this information, the Service Request will not be re-opened.

If you need to re-open a Service request, please call your Regional Support Center to request the SR Re-Opened. Please do not use the website or email to make the request, as this may result in a delayed response.

Genesys Service Level Targets

Genesys will make every effort to provide service at the service levels defined below for customers who have an active Business Care or Premium Care maintenance and support contract.

Genesys shall respond to problems with Licensed Software based upon the severity of the problem and according to the following Service Level 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 Service Level Target tables are defined as:

- 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 Service Request is logged and when Genesys provides a permanent or temporary correction that is accepted by the customer.

Table 5: Service Level Targets for Business Care

Severity Level	Production System	Test / Lab System	Processed	Criteria	Response Time	Restoration or Resolution Target	Defect Correction
Critical - Production Down	✔	✘	24x7	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's Restoration Target is **4 Hours**.	
Critical	✔	✘	24x7	There is a critical degradation of the End Customer's production or pre-production 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's Resolution Target is **24 Hours in 80% of all 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.

Genesys

Table 5: Service Level Targets for Business Care (Continued)

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's Resolution Target is **2 Business Days in 80% of all 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.

Table 5: Service Level Targets for Business Care (Continued)

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's Resolution Target is **5 Business Days in 80% of all 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.
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's Resolution Target is **10 Business Days in 80% of all 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.

Genesys

Table 6: Service Level Targets for Premium Care

Severity Level	Production System	Test / Lab System	Processed	Criteria	Response Time	Restoration or Resolution Target	Defect Correction
Critical - Production Down	✔	✘	24x7	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's Restoration Target is **4 Hours.**	
Critical	✔	✘	24x7	There is a critical degradation of the End Customer's production or pre-production 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's Resolution Target is **24 Hours in 90% of all 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.

Table 6: Service Level Targets for Premium Care (Continued)

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's Resolution Target is **2 Business Days in 90% of all 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.

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Table 6: Service Level Targets for Premium Care (Continued)

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's Resolution Target is 5 Business Days in 90% of all 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.
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's Resolution Target is 10 Business Days in 90% of all 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.

Genesys University Troubleshooting Workshops

Genesys University offers the following troubleshooting workshops designed by Genesys Technical Support specialists for CTI administrators, engineers, and other technical staff involved in the maintenance and troubleshooting of Genesys solutions. Working knowledge of the Genesys server components in a production environment is strongly recommended to get the maximum benefit from the workshop content.

FRT – Framework and Routing Troubleshooting Workshop

The Framework and Routing Troubleshooting Workshop gives students techniques for maintaining and troubleshooting T-Server, Stat Server, and Universal Routing Server (URS). Students use specialized tech support tools and utilities to analyze application logs and complete hands-on troubleshooting exercises. This course includes the following topics: T-Server events and requests, call models, External Router, Stat Server events and requests, URS events and requests, and troubleshooting case studies for T-Server, Stat Server, and URS.

GVT – Genesys Voice Platform Troubleshooting Workshop

The Genesys Voice Platform Troubleshooting Workshop is designed to train GVP users to monitor and troubleshoot their GVP system. In this workshop, students will review the GVP call processing basics and learn how to troubleshoot call failures on GVP. This workshop includes the following topics: architecture review, installation and provisioning, troubleshooting techniques and best practices, GVP component logs, VCS and Dialogic, IPCS and VoIP, call flows, Genesys integration with CIM Platform, MRCP, and MIBs and Traps.

OCT – Outbound Troubleshooting Workshop

The Outbound Troubleshooting Workshop offers a detailed, inside view of the functionality of two key components: Outbound Contact Server (OCS) and CPD Server. The course is a mixture of theory and hands-on practice. Students are provided an overview of the architecture of the solution and the hardware and software on which it depends before being introduced to tools and techniques for troubleshooting problems via log files. The tools and further information are included on a CD that students take away. Course topics include call progress detection, optimizing Outbound performance, OCS and CPD Server architecture (including ASM mode), and troubleshooting OCS and CPD Server.

WFT – Workforce Manager Troubleshooting Workshop

The Workforce Manager Troubleshooting Workshop gives students an in-depth view of the components of Genesys Workforce Manager (WFM). The workshop is a mixture of theory and hands-on practice. It includes the following topics: WFM Data Aggregator, Web Server, WFM Server, WFM Reports, WFM Builder, WFM Client, Forecasting, and Scheduling. Additionally, students can bring one or two questions from their installation on which to work as a troubleshooting project.

Note: While this course uses Genesys software version 7.1.2, it is equally effective for students using an earlier version 7.x.

For more information, please go to the Genesys University Website: http://www.genesyslab.com/about/training/ .

Software Releases

Genesys has four types of software releases. Whenever a new version becomes generally available (GA), it becomes the default version shipped to all new customers. This applies to major, minor, and maintenance releases, but *not* to Hot Fixes.

1. **Major Release**—Major releases are characterized by substantial changes to product content and/or the introduction of new products. These changes may include architectural and structural revisions as well as new features and functions. Major releases contain fixes to previously found defects. Major releases are targeted to be generally available (GA) between 18 and 24 months following the general availability of the previous major release. Just prior to the GA date for a major release, Genesys software may become product available (PA). This is a release that has completed all required Engineering and Quality Assurance activities and is fully supportable by Genesys. For some software, Product Management approval may be required for delivery on a case by case basis.

2. **Minor Release**—Minor releases contain new features and functions but maintain the same product architecture as the major release on which they are based. Minor releases include fixes to previously found defects. Minor releases are targeted to be generally available between 6 and 12 months following the general availability of the major release on which they are based.

3. **Maintenance Release**—Maintenance releases contain fixes to defects but do **not** include new features. The fixes must not alter the product's architectural design. Maintenance releases replace new minor releases after a minor release becomes generally available (GA); for example, when a minor release becomes GA, the next scheduled maintenance release is provided as needed and is based on the latest minor release. Genesys only

produces maintenance releases for the latest version of a major release; for example, Genesys produces maintenance releases for version 6.0 until the GA of version 6.1 is available, at which time maintenance releases for version 6.1 are produced.

4. **Hot Fix**—Hot Fixes deliver a specific fix required by an urgent situation. Hot Fixes are developed as necessary, and QA testing is minimal to achieve a rapid turnaround. Hot Fixes involve the greatest risk to customers due to this reduced QA testing. Every Hot Fix is included in the next scheduled release (whether it is a maintenance, a minor, or a major release).

The Genesys Technical Support website, `http://genesyslab.com/support`, contains the release notes for each Genesys product and a document titled "Genesys Generally Available Products and CDs," which lists the software versions currently shipping. It also includes documents listing supported types and versions of switches, IVRs, databases, and operating systems.

If you require clarification on the contents of a release, or would like to upgrade to a Hot Fix release for a product that fixes a specific issue, please contact Genesys Technical Support. Technical Support approval is required to ship a restricted release because these releases do not receive complete QA testing and they may not be available on all platforms.

Genesys Interfaces and Maintenance Releases

The following Framework core components are maintenance-interoperable:

- T-Servers
- DB Server
- Management Layer
- Stat Server

As maintenance-interoperable components, they are backward-compatible between the 6.1, 6.5, 7.x, and 8.0 releases. The latest release of these maintenance-interoperable components can be used as a maintenance release or Hot Fix for previous releases. For more information on interoperable components, see the *Genesys Interoperability Guide.*

Genesys Feature Request Process

Genesys welcomes your ideas for new product features. The diagram below shows an overview of the Feature Request process.

Figure 1: Feature Request Process Diagram
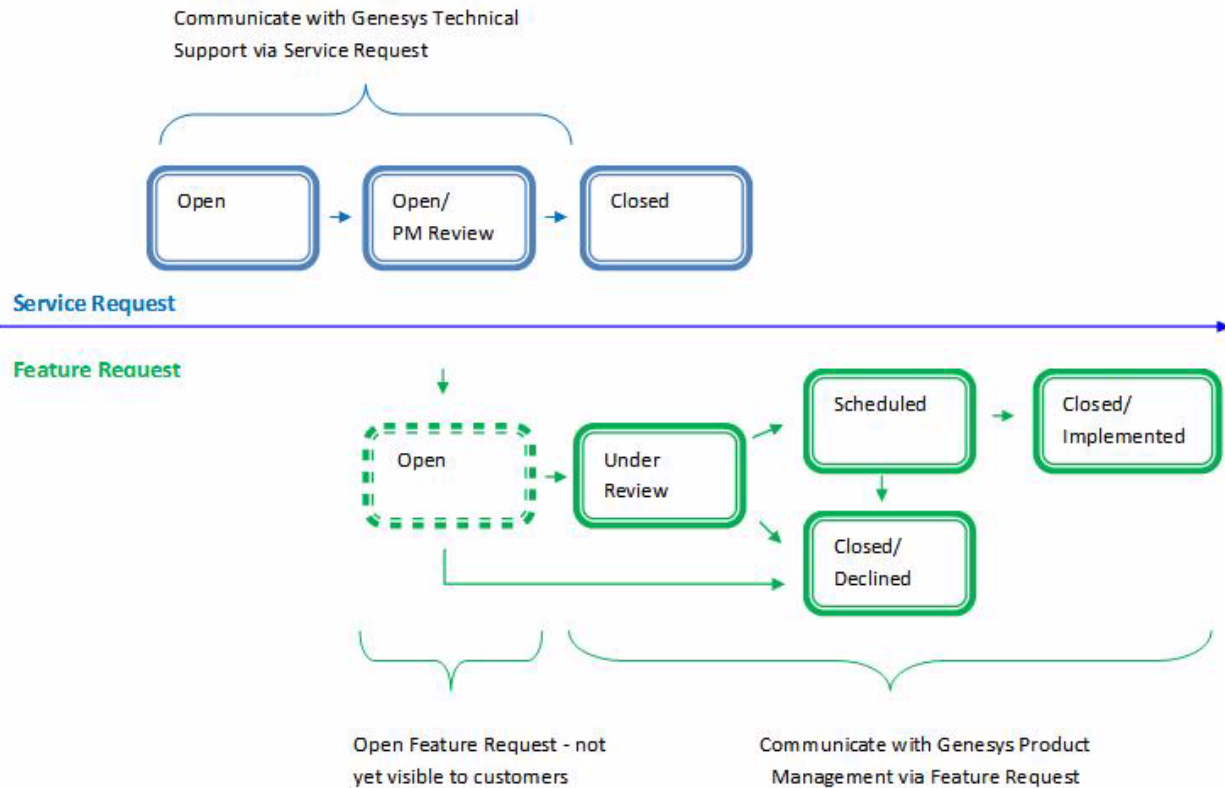
Submitting Feature Requests

To submit a request for a new feature, you need to complete the Feature Request Template, which is available on the Technical Support website under the "Support Processes" category. Please fill out the template, supplying as many details as possible for the new feature, including business need and use cases. Then open a Service Request (SR) against the product for which you want to suggest the new feature and attach your completed template to it. Please note that you must have Designated Contact permissions with Genesys Technical Support to open an SR. See "Designated Contacts" on page 12 of this guide.

Technical Support Evaluation

When Technical Support receives your SR with the completed Feature Request Template attached, they will perform an initial evaluation:

- If the feature already exists in your current version or in a more recent existing version, you will be given a link to the documentation for the version that provides the feature.

- If Technical Support determines that the request can be solved by a configuration change, is the result of a user error, or is caused by a product defect, the ticket will be resolved using the normal SR process (see "Service Requests" on page 24).

- If Technical Support agrees it is a new feature, a Feature Request (FR) will be created utilizing the information from your completed template and will be submitted to the Product Management team for evaluation. At this point an FR number will be assigned.

Product Management Evaluation

Product Management may take up to 55 business days (about 3 months) to evaluate the FR and determine if it fits the product roadmap and could potentially be included in a future release. During this evaluation time, the FR will not be visible to you in My Support. However, your associated SR will remain open, and Technical Support will use the SR to provide any status updates.

After thoroughly reviewing the Feature Request and all related information, Genesys Product Management will decide how to handle the FR:

- If the FR is valid but cannot be implemented within a reasonable period of time or does not fit the product roadmap, the FR will be declined. Technical Support will notify you if the FR is declined through your related SR, and will work with you to find alternative solutions if possible, before closing the SR.

- If the FR is determined to be a defect or a configuration issue, the FR will be declined, and Technical Support will work with you through the related SR to resolve the issue.

- If the FR is valid and fits the product roadmap, Product Management will include it in the queue for potential future implementation. You will receive an email stating that your FR status has changed to Under Review. At this time your related SR will be closed, and the Product Manager will become your point of contact for this FR.

Feature Request Under Review

Once a Feature Request is in Under Review status, you will be able to see updates to your FR in My Support. The Product Manager will use the Next

Update Due field to give a date for when you can expect the next status update on the FR. The Product Manager will use the Genesys Updates section of the FR to ask questions or provide updates. You (or the customer contact specified in the corresponding SR) will receive a notification whenever there is a new Genesys update.

As long as the FR is in Under Review status, there is no predefined timeline for delivering the feature and Genesys has not scheduled it for a release. The feature may not be implemented for a number of reasons, including schedule constraints, product roadmap commitments, corporate strategy or other circumstances. If a decision is made not to implement an FR, the Product Manager will specify the reason for FR closure in the Genesys Updates section.

While the FR is Under Review, you can communicate with the Product Manager by submitting a comment through the Customer Updates section of the FR.

If the status is Closed, you can ask the Product Manager for further clarification through the Customer Updates section of the FR. However, under normal circumstances, the Product Manager will not re-open an FR that has been closed.

Feature Request Scheduled

The Product Manager will schedule the FR based on corporate strategy, feature priority, product roadmap and schedule constraints.

When the Product Manager plans the feature for a certain product release, the FR status will change to Scheduled and the Product Manager will specify the planned release in the Target Release field of the FR. This Release is a target only and may change, in which case the Target Release field will be updated with the new target.

As with Under Review status, when Feature Requests are in Scheduled status, you can communicate with the Product Manager by submitting comments through the Customer Updates section of the FR. The Product Manager will reply to your comments or ask questions through the Genesys Updates section of the FR.

Once a scheduled FR is delivered, the Product Manager will close the FR and you will receive an email notification.

Feature Request Closed

Feature Requests are closed when they are declined, identified as duplicates, or implemented.

If the SR is still open at FR closure, you will be able to communicate further through Technical Support. Please use the Customer Updates section of the FR

for any follow-up communication with the Product Manager regarding FRs that have been implemented.

When an FR is closed, it will be visible to you in My Support for one year after closure so that you can see the Genesys Comment from the Product Manager that explains the reason for closure. You can still send questions to the Product Manager through the Customer Updates section of the FR after it is closed. However, under normal circumstances, the decision to decline an FR is final.

Feature Request Escalation

If there is a need to escalate while the SR is still open and Technical Support is the main point of communication, use the regular Technical Support escalation process. See "Escalating Your Issue" on .

For an escalation after the SR is closed and the FR becomes visible to you in My Support, please send the escalation request to Product Management at `prodman-request@genesyslab.com`.

Temporary License Files

Technical Support will only issue a temporary license file for a customer if the customer has an expiring license that was previously issued by Order Management and the new license file or dongle from Order Management has been delayed. In this instance, the original license file must be supplied to Technical Support. Technical Support will then issue a 30-day temporary license with exactly the same feature set as the original license file. Technical Support cannot issue temporary licenses for demonstrations or testing. To request a temporary license file for demonstrations or testing, please contact your Genesys Sales Representative.

Remote Access

Genesys products are designed to enable Genesys support personnel to successfully troubleshoot problems without the need to access the customer's network where the Genesys software is installed. This approach simplifies the customer's network security procedures and eliminates any potential risks when remotely accessing the network. The problem determination process usually involves detailed analysis of Genesys configuration and log files by support personnel using a Genesys lab environment and troubleshooting tools. Since these log and configuration files can be very large, online analysis can take a long time and use up valuable network bandwidth, so the best approach is for the customer to electronically send these files to Genesys for analysis. It is Genesys' experience that nearly all problems can be resolved in this manner. In a very small percentage of cases, for example, when Genesys needs to view

the GUI and a screen shot is not sufficient, Genesys may request remote access to the Genesys products through commercially available remote control software.

On-Site Support

Genesys Technical Support is a remote support service, offering customers a choice of using the web, e-mail, fax, or the phone to request assistance and to communicate with Genesys Support. To provide the best remote support possible, Genesys has made significant investments in staffing its support centers with product experts, in building out labs to replicate all types of problems, and in developing methodologies and tools for remote problem resolution. These investments over the years have paid off as problem resolution times are decreasing and there is very rarely a need to go on-site to resolve an issue. In the unlikely situation where all efforts to resolve an issue remotely fail to produce a satisfactory resolution, Genesys may need to go on-site to resolve a critical problem. If it turns out that the problem is not caused by a Genesys software defect, then Genesys reserves the right to charge time and materials at Genesys' then current rates and all travel and expenses.

Escalating Your Issue

The first point of escalation would be the Tech Support analyst who has been your point of contact for the issue. You can confirm the name of the Service Request owner by viewing the Service Request details on the Technical Support website (`http://genesyslab.com/support`). The next step would be to escalate to the first level contact, as listed in Table 7. If the first level contact cannot assist you, you can then contact the second and subsequent escalation levels as listed in Table 7. Genesys recommends that you *do not* escalate issues through any other contacts that you may have in the company.

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Table 7: Genesys Support Escalation Contacts

Customer Location	Escalation Level	Contact Person	Contact Information
North America	Contact first	Manager On-Call	Office: +1 506 637 3595 E-mail: TSManagersNA@genesyslab.com
	Second level escalation point	Bruce Kierstead Director, North America Customer Care	Office: +1 506 637 3601 Mobile: +1 506 333 4213 E-mail: bruce.kierstead@genesyslab.com
	Third level escalation point	Warren O'Donnell Vice President, Americas Customer Care	Office: +1 506 637 3600 Mobile: +1 506 647 5057 E-mail: warren.odonnell@genesyslab.com
Latin America	Contact first	Flavio Sanches, Jr. Manager, Latin America Customer Care	Office: +55 11 2948 5702 Mobile: +55 11 8482 6485 E-mail: flavio.sanches_jr@genesyslab.com
	Second level escalation point	Warren O'Donnell Vice President, Americas Customer Care	Office: +1 506 637 3600 Mobile: +1 506 647 5057 E-mail: warren.odonnell@genesyslab.com
Europe, Middle East, Africa	Contact first	Manager On-Call	Office: +44 (0) 1276 457002 E-mail: TSManagersEMEA@genesyslab.com
	Second level escalation point	Dean Cottle Director, EMEA Customer Care	Office: +44 (0) 1276 457126 Mobile: + 44 (0) 779 893 2352 E-mail: dean.cottle@genesyslab.com
	Third level escalation point	Matt Stocker Vice President, EMEA Customer Care	Office: +44 (0) 1276 457119 Mobile: +44 (0) 777 0441593 E-mail: matt.stocker@genesyslab.com

Table 7: Genesys Support Escalation Contacts (Continued)

Customer Location	Escalation Level	Contact Person	Contact Information
Asia Pacific	Contact first	Andrew Soroka, Senior Manager, APAC Customer Care	Office: +61 7 3368 6803 Mobile: +61 419 363 392 E-mail: andrew.soroka@genesyslab.com
	Second level escalation point	Stephen Bird Vice President, APAC Customer Care	Office: +61 7 3368 6807 Mobile: +61 438 355 299 E-mail: Stephen.Bird@genesyslab.com
India	Contact first	Sumir Bhasin Senior Manager, India Customer Care	Office: +91 22 6679 8700 ext. 2285 Mobile: +91 99 2090 0482 E-mail: sumir.bhasin@genesyslab.com
	Second level escalation point	Stephen Bird Vice President, APAC Customer Care	Office: +61 7 3368 6807 Mobile: +61 438 355 299 E-mail: Stephen.Bird@genesyslab.com
Japan	Contact first	Shinobu Ohashi Senior Manager, Japan Customer Care	Office: +81 3 6361 8952 Mobile: +81 80 3536-3060 E-mail: shinobu.ohashi@genesyslab.com
	Second level escalation point	Stephen Bird Vice President, APAC Customer Care	Office: +61 7 3368 6807 Mobile: +61 438 355 299 E-mail: Stephen.Bird@genesyslab.com
All Locations	Final contact for all locations	David Sudbey Executive Vice President, Global Services	Office: +1 650 466 3900 E-mail: david.sudbey@genesyslab.com