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Genesys Skills Management System Overview and Operations

Problem Handling

12/14/2025

Problem Handling

You can contact Genesys support for any clarifications that you might have. Genesys Professional Services team provides all the necessary support details and setup high-availability and disaster recovery mechanisms based on your business requirements and standards.

Support arrangements

Support arrangements will be explained by the professional services team as part of the discovery, installation and go live process. You will be given access to our help desk and provided with all necessary contact information.

Failover and Disaster Recovery

Skills Management can be configured for High availability and Disaster recovery. You must follow existing business practices for your organization and Genesys Professional Services will provide necessary recommendations during the initial Discovery process.