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# Support Processes for On-Premises Licenses

Addendum A

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## Genesys Care Offerings

The following are the feature descriptions for **Genesys Business Care**, **Genesys Business Care Plus**, **Genesys Premium Care** and **Genesys Flex Care**.

## Business Care

### Business Care Feature Descriptions

FEATURES	DESCRIPTION
<b>Software Updates &amp; Upgrades</b>	Provides access to all Genesys software upgrade/update releases and hot fixes for licensed and compliant software, delivering the latest features, functions, and business benefits of the Genesys Customer Experience Platform and solutions.
<b>7X24 Live Answer Support with Defined Service Level Targets</b>	Uses a tier-less support model so that each incoming case is immediately assessed for complexity by a Customer Support expert and routed to the right certified professional to manage through restoration.
<b>Remote Diagnostics</b>	Leverages industry-standard tools to remotely troubleshoot and assist with the investigation, resolution, and root cause processes.
<b>Knowledge Base Access</b>	Comprehensive, web-based tool available 7X24 leverages thousands of documents to share knowledge, answer questions, communicate best practices, and minimize effort toward identification and resolution of known issues.
<b>Tech Tutorials</b>	Provides knowledge, significant insights, and interactive Q&A into the more advanced operations of the Genesys portfolio; are delivered multiple times per year and are recorded for replay.
<b>Genesys Community</b>	Engage with our community and participate in customer forums, post technical questions, and exchange ideas.
<b>Chat with Support Case Owner</b>	Offers chat via computer or mobile device so that your Designated Contacts can chat directly with Genesys Case Owners about your cases.
<b>Mobile Device Access</b>	Provides a flexible, fast and convenient way to handle open cases anytime and anywhere including Chat with case owners. Available for iOS and Android™
<b>Troubleshooting Tools</b>	<b>Workbench</b> - a suite of troubleshooting tools that helps you

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FEATURES	DESCRIPTION
	<p>identify and resolve issues faster and provides you with data to better oversee the health of your Genesys environment.</p> <p><b>Log File Management Tool (LFMT)</b> - to store application log files and more quickly search and retrieve log files. Also includes scrubbing feature to remove sensitive information before sending log files to Customer Care.</p> <p><b>Log File Retrieval Service</b> - allows Customer Care to retrieve log files for you when investigating an open case. (Requires LFMT)</p> <p>Please see the <a href="#">Troubleshooting Tools section</a> for additional options.</p>

**Note:** iTunes Store is a trademark of Apple Inc. and Android is a trademark of Google Inc.

## Business Care Plus

### Business Care Plus Feature Descriptions

FEATURES	DESCRIPTION
<b>Includes all Business Care features plus:</b>	
<b>Designated Case Management</b>	Monitors and updates your staff proactively regarding critical cases, participates in weekly case status calls, summarizes case activity on a quarterly basis and learns your environment and business needs to make relevant recommendations.
<b>Enhanced Response Targets</b>	Delivers accelerated response targets over Business Care service level targets; in addition, for critical, high, and medium severity service issues, response targets are improved by 50%.
<b>Remote Alarm Monitoring with Workbench</b>	Leverages intellectual property, tools, and best practices to prevent and mitigate issues before they occur. Receive notifications when Genesys detects supported critical and major alarms as well as proactive Customer Care support if needed.

## Premium Care

## Premium Care Feature Descriptions

FEATURES	DESCRIPTION
Includes all Business Care Plus Features and:	
<b>Technical Account Manager (TAM)</b>	Works as a designated, trusted advisor who establishes and maintains a solid understanding of your business goals, operations and priorities and acts as a main point of contact to drive risk mitigation and issue resolution, advise on training and manage regular reviews to discuss open issues and future project/product feature implementation planning.
<b>Annual Troubleshooting Training Session</b>	Genesys provides one (1) annual troubleshooting workshop which equates to five (5) free days of Genesys University training for one customer contact. See <a href="#">Troubleshooting Workshops</a> for course descriptions.
<b>Upgrade Advisor</b>	Provides a review of the software currently installed in the production environment compared with the latest available releases to identify potential issues in current versions, and highlight whether new release capabilities, functions, features and options could be beneficial.
<b>Annual Routing Logic Review</b>	Identifies and mitigates risks associated with poor performance, invalid logic and inappropriate error handling; provides guidance and best practices regarding routing design, structure and documentation and highlights any logical or other errors found; recommends options to make the logic more flexible, if necessary.

## Flex Care

### Flex Care Feature Descriptions

**Flex Care** provides additional Support options that you can add to tailor your support needs. Business Care is a requirement for any of these optional services. Each Flex Care option is available individually.

OPTIONAL OFFERINGS	DESCRIPTION
<b>Technical Account Manager (TAM)</b>	Works as a designated, trusted advisor who establishes and maintains a solid understanding of your business goals, operations and priorities and acts as a main point of contact to drive risk mitigation and issue resolution, advise on training and manage regular reviews to discuss open issues and future project/product feature implementation planning.
<b>Support Architect (SA)</b>	Partners as a designated technical expert with your team to achieve platform stability through continuous environment risk analysis, remediation action plans, optimization recommendations, and capacity planning.

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OPTIONAL OFFERINGS	DESCRIPTION
<b>Remote Alarm Monitoring with Workbench</b>	Leverages intellectual property, tools, and best practices to prevent and mitigate issues before they occur. Receive notifications when Genesys detects supported critical and major alarms followed by proactive Customer Care support if needed.
<b>Extended Support</b>	Delivers advice and best effort error investigation and rectification (hot fixes excluded) on the configuration and operation of the end of service (EOS) software.
<b>Custom Application Support</b>	Delivers support for custom-developed modules, applications, and solutions developed by Genesys and selected partners.
<b>Special Event Support</b>	Gives your staff greater assurance by providing preferred status attention from select Customer Care resources during special events that could stress your environment.

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