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Genesys Care Alarm Monitoring Advanced

Support

12/16/2025

Support

If you have an issue or a question regarding Remote Alarm Monitoring, you can submit a Support Case to Customer Care.

1. Login to **My Support** and click the **Continue to Dashboard** button.
2. On the *Dashboard* screen, select the **Cases** tile.
3. On the *Create and Manage Cases* screen, select the **Open a Support Case** tile.
4. For the *Product Category* field, select the **Genesys Care Tools** option.

The screenshot shows the 'On-Premise Support Case' form in the Genesys My Support interface. The form is titled 'On-Premise Support Case' and has a subtitle 'Report problems with Genesys products or ask a product-related question'. The form contains several input fields: 'End User Account', 'Sold To Account', 'Product Category' (which is highlighted with a red box and shows 'Genesys Care Tools' as the selected option), 'Product' (set to '--None--'), 'Major Release' (set to '--None--'), 'Component' (set to '--None--'), and 'Version' (set to '--None--'). A 'Clear Accounts' button is located next to the account fields. At the bottom of the form, there is a link 'Didn't find your product?' and two buttons: 'Next' and 'Cancel'.

5. For the *Product* field, select the **Remote Alarm Monitoring** option.

The screenshot shows the 'On-Premise Support Case' form in the Genesys My Support portal. The form includes fields for 'End User Account', 'Sold To Account', 'Product Category' (set to 'Genesys Care Tools'), 'Product' (set to 'Remote Alarm Monitoring' and highlighted with a red box), 'Major Release' (set to '--None--'), 'Component' (set to '--None--'), and 'Version' (set to '--None--'). A 'Clear Accounts' button is located next to the account fields. At the bottom, there is a link 'Didn't find your product?' and 'Next' and 'Cancel' buttons.

6. Submit your request and a Customer Care Tools specialist will contact you.