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Support Processes for On-Premises Licenses

Genesys Care

12/19/2025

Genesys Care

Genesys support offerings, also known as Genesys Care, are focused on your support experience through a global, live answer, 7X24 support model. Support is provided in accordance with the terms and conditions defined in the Genesys Master Software Licensing and Services Agreement ("Agreement") you have executed, as well as terms defined in this document and commonly recognized in the technology industry. Genesys offers three core support levels: **Business Care**, **Business Care Plus** and **Premium Care**. Optional support add-ons, called **Flex Care**, are also available. With these support levels, you can tailor the level of support you need to put the power of your Genesys solutions to work for you. The table below lists the features available with each support level, and [Addendum A: Genesys Care Offerings](#) describes the support levels in more detail.

Genesys Care Features Overview

Feature	Business Care	Business Care Plus	Premium Care	Flex Care
Software Updates & Upgrades	X	X	X	
7X24 Live Answer Support with Defined Service Level Targets	X	X	X	
Remote Diagnostics	X	X	X	
Knowledge Base	X	X	X	
Tech Tutorials	X	X	X	
Genesys Community	X	X	X	
Chat with Support Case Owner (or an available agent, if the case owner is unavailable)	X	X	X	
Mobile Device Access	X	X	X	
Troubleshooting Tools including:				
<i>Workbench</i>	X	X	X	
<i>Log File Management Tool</i>	X	X	X	
<i>Log File Retrieval Service</i>	X	X	X	
<i>Remote Alarm Monitoring</i>		X	X	X
Designated Case		X	X	

Feature	Business Care	Business Care Plus	Premium Care	Flex Care
Management				
Enhanced Response Targets		X	X	
Technical Account Manager (TAM)			X	X
Troubleshooting Workshop			X	
Upgrade Advisement			X	
Routing Logic Review			X	
Support Architect				X
Extended Support				X
Custom Application Support				X
Special Event Support				X