Genesys Support Process

**DO NOT USE THIS PROCESS UNLESS YOU HAVE BEEN TOLD TO DO SO BY THE CC MONITORING TEAM**

The Genesys support team is changing the way we receive and track support requests.  Beginning today, we ask that all lines of business *receiving this email* begin use the State of Wisconsin Helpdesk to submit support requests.  Please relay all necessary information on to users.

Individual user issues should come **directly from the user** ***after troubleshooting has been completed by local admins, supervisors, and IT/Telecom personnel*.**

General questions can still be sent to: [dhsgenesyscloudproject@dhs.wisconsin.gov](mailto:dhsgenesyscloudproject@dhs.wisconsin.gov)

The following requests should come from Genesys Admins or Supervisors:

* User add, edit, or deletes (Please use the attached spreadsheet)
* Change in Hours of Operation
* Business Event Requests (Meeting, Special, Technical, etc)

It is not necessary to open tickets for every dropped call.  We recommend opening tickets for drops that are occurring consistently with a single agent (after troubleshooting locally), with a single county (especially if they are using the same prefix and area code), or across multiple counties.

# Opening a ticket:

Tickets can be opened by email at [helpdesk@wi.gov](mailto:helpdesk@wi.gov) (recommended) or by phone at 608-261-4400 (Madison) | 866-335-2180 (Toll-free).

To expedite the triage process, we strongly recommend:

* A subject line that clearly describes the overall issue and mentions Genesys:
  + ***Do:***
    - “Cannot log into Genesys Agent Desktop”
    - “Unable to download recordings in Genesys Interaction Recording”
    - “Genesys new user request”
    - “Please set the Genesys Technical Business Event”
  + ***Don’t:***
    - “Genesys”
    - “Problems”
    - “Genesys Issue”
    - “Genesys isn’t working”
    - “Trouble with Genesys”
* Include **“Please assign to DHS Genesys Cloud Support Team”** in the beginning of the email or description *(not in the subject line).*
* Include a description with any details relevant to the issues, including:
  + Name and Username
  + Genesys Place the agent is logged into
  + Connection ID (for calls)
  + Screen Shots
  + Thorough description of what the user is experiencing
  + Time/Date of incident
  + Any error messages
  + Any steps that could be used to reproduce the problem
  + Any troubleshooting steps completed before opening the ticket

Tickets not including the above information may be routed incorrectly or take longer to gather information necessary to resolve.

# Escalation Process:

* For “Critical” or “High” priority issues, Cc [dhsgenesyscloudproject@wisconsin.gov](mailto:dhsgenesyscloudproject@wisconsin.gov) when using email to submit a ticket.  If the ticket is called in or opened through the portal send the ticket number to [dhsgenesyscloudproject@wisconsin.gov](mailto:dhsgenesyscloudproject@wisconsin.gov).
  + Critical or high priority issues are generally defined as:
    - System unusable for all users with no workaround.
    - Issues that have significant repercussions for all users but do not render the whole system unusable.
    - Multiple users and/or multiple locations unable receive/make calls having significant effect on a call center’s ability to operate
* Single user issues are not considered Critical or High priority.  Please do not escalate these issues.