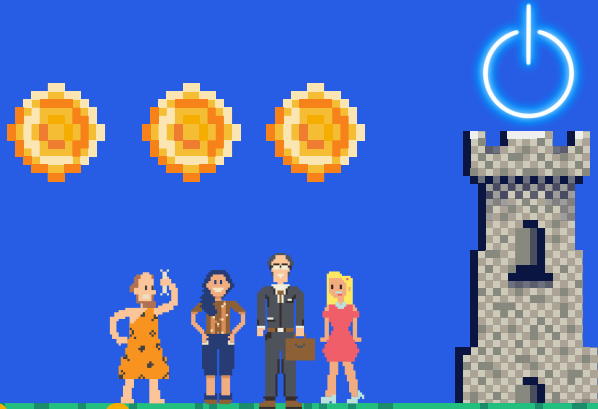



# CAPITAL CONSORTIUM PRESENTS... THE LEGENDS OF GENESYS & CWW THE GAME-PRO EDITION

Play the game by starting at the bottom level and working your way up the ladders until you capture the castle. **Remember, if you shut down your computer before you have conquered all of the levels, you lose all of the bonus coins earned along the way!** A bonus coin can be earned by doing each of the following when you are having system issues:

1. Email "CC Monitoring"
2. CC your supervisor in that email and, if you can,
3. Change your Genesys call status to "technical issues."



Congratulations, you mastered all the levels and have captured The Castle of Shut Down saving the entire town from unruly wait times! 

It's been a long journey and you need to refuel. Score a coffee break while you wait for the carrier duck to bring word from CC Monitoring or to treat yourself for success in battle. Proceed up the ladder to claim the castle!



5

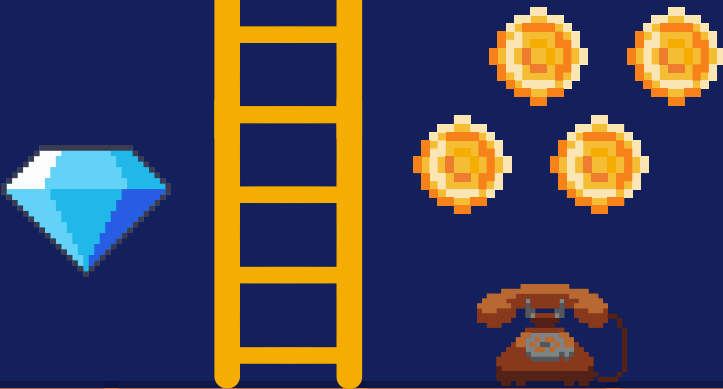
You've travelled quite the path but something dark still lurks (aka nothing has worked) Yes, follow the steps below No, proceed directly to Level 5



- Email The CC Monitoring Team
- Including screen shots scores you five magical bonus coins
- CC Monitoring will give you further instructions as to what the next steps are based on your specific situation
- Proceed to Level 5 to wait for your instructions 🤖



Genesys sending calls but your phone isn't ringing? Yes, follow the steps below No, proceed directly to Level 4



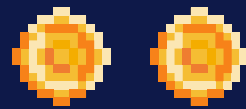
- If Genesys is ringing, this requires resetting your phone.
- **For Dane Staff:** Contact Heidrun directly and CC your supervisor for phone trouble shooting solutions
- **For Partner Counties:** Please reach out to your supervisor for phone trouble shooting solutions



3

Issues with Genesys Agent Login? Yes, follow the steps below No, proceed directly to Level 3

- Close ALL browser sessions in ALL browsers (including any instances of CARES Worker Web)
- Open the supported browser preferred by the agent (Chrome, Edge, or Firefox)
- Clear the browsing history
- Close the browser
- Reopen the browser
- Go directly to the Genesys Portal at <https://portalpub.sowi.mgep.info/> (do not use the gateway page)
- Log into Agent desktop



2

Issues with CWW? Yes, follow the steps below No, proceed directly to Level 2

- Open Chrome
- Copy and paste the following link into your Google browser -> <https://wamsprd.wisconsin.gov/nidp/idff/sso?id=EntLogin12hrs&sid=0&option=credential&sid=0&target=http%3A%2F%2Fprd.cares.wisconsin.gov%2FcaresIndex.html>
- If this works proceed to Level 2, if not repeat the steps but this time using EDGE as your browser (aka internet search magic wand)
- Avoid using the Gateway or you might fall into the pit of doom



1

