



Business Edition Cloud Enterprise Edition Cloud

Reseller MAC/D Policy Document

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CREATED BY: GENESYS BUSINESS & ENTERPRISE EDITION CLOUD OFFER MANAGEMENT

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ABOUT GENESYS

Genesys Telecommunications Laboratories, Inc. pioneered the field of Computer-Telephony Integration (CTI) and today is the leading provider of infrastructure independent contact center solutions for the enterprise, service provider, and e-business markets. With its ability to integrate interactions across all media types, including the Web and traditional voice, Genesys software helps businesses provide a consistent customer interaction experience.

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Introduction

As a part of the Genesys Business and Enterprise Edition Cloud service, Genesys provide customers and resellers with information regarding the ability to request or make changes to the service configuration. This information is contained in the Business Edition Cloud Moves, Adds, Changes, Deletions (MAC/Ds) Roles and Responsibilities document (also applicable to Enterprise Edition Cloud), which must be read and used in conjunction with this document. This document provides resellers with Genesys policies regarding what a reseller will be able to do with respect to MAC/Ds, as well as further information to enable a reseller to plan for changes in the specifics of the tables contained in the MAC/D document itself.

MAC/D Policies

This section defines the policies for resellers and MAC/Ds.

MAC/D Roles and Responsibilities Document

The MAC/D Roles and Responsibilities document is the master document which defines what changes can be made by a reseller and what changes must be made by Genesys. Of the changes that may be made by a reseller, the subset of changes that may be made by a reseller's tenant is determined by the reseller.

MAC/D Roles and Responsibilities Document Updates

The MAC/D Roles and Responsibilities document will be updated on a regular basis, but not more frequently than on a quarterly basis. The document references specific versions of the underlying Genesys software that comprise the Cloud service; the capabilities listed in the tables in the document are specific to that version of software.

Change Categories and Who Can Make the Changes

There are three categories of changes: small, medium and complex.

- **Small Change:** All changes that can be made by a reseller are indicated in the Customer Control column with a green cell color
- **Medium Change:** All changes that cannot be made by the reseller and require Genesys to perform the task are indicated as such in the Customer Control column with a blue or yellow cell color
- **Complex Change:** All changes that cannot be made by the reseller and require Genesys to perform the task are indicated as such in the Customer Control column with an orange cell color. These are the ones that may require Genesys PS engagement for scoping, discovery, design, etc.

Exceptions

There are a number of items which do not fall cleanly into the categories listed above.

- Genesys Designer - Items with a yellow cell color may require changes that range from the small to the complex, depending on the nature of the change or the complexity of applications, shared modules, audio collections or speech grammars
- Genesys Interactive Insights – creating and modifying reports (Tasks 3 and 4) will require knowledge of the tool and may require changes that range from the small to the complex, depending on the nature of the change
- Workforce Management – the customer may request help and may require changes that range from the small to the complex, depending on the nature of the change
- Intelligent Workload Distribution – items in blue and yellow may be medium or complex
- Agent Scripting - may require changes that range from the small to the complex, depending on the nature of the change
- SIP Feature Server (Voice Mail) – Tasks 12 and 13 may require extra effort if the customer is large and requires complex dial plans
- Genesys Survey Solution – Task 1 (create new surveys) may require changes that range from the small to the complex, depending on the nature of the change

Cost to Resellers for Changes Marked as 'No Charge'

Any task in green which Genesys is requested to perform will be charged at the rate set out in the agreement with the reseller; it will not be free. Charges for any task in blue or yellow will be covered by the Reseller Program Fee.

Activity Definitions

For those changes which are chargeable, services which are provided can be classified into two categories, each with a different rate: Standard activities and Expert activities. The actual rates are provided in the contract between Genesys and the reseller.

- **Standard activities:**
 - Build
 - Configure
 - Test
 - Deploy
- **Expert activities:**
 - Analyze
 - Design
 - Business Analysis
 - Business Consultancy
 - Project Management

As a part of the analysis of a case submitted to Genesys Customer Care, Genesys will provide a breakdown of the number of hours of each activity required to complete the task requested in the case.