INFOSYS EXTENDED SUPPORT OFFER FOR GENESYS PURECONNECT SOFTWARE

Customer Care Handbook

Version Number	Date
1.0	7/18/2025

Purpose of the Customer Care Handbook

The Customer Care Handbook sets out the expectations between the Customers and Infosys' Customer Care team. It is intended to acquaint new Customers with support policies and serve as a guide on how Customers and Customer Care will work together. This document contains information such as Customer Care escalation processes, problem classification data, and contact information.

One of the goals of this document is to define the criteria that our Customers can use to build their expectations in terms of the support that they will receive from the Customer Care group. Setting these expectations is one of the first steps toward successfully supporting a customer. If expectations are not established and agreed upon by both parties, there will be disappointment on either the partners or the Infosys PureConnect Extended Support Customer Care group side.

Feedback for Customer Care

Your opinion is important to us. We invite your input at any time to help us improve as a support organization. You may e-mail us at PCC_ExtendedSupport@infosys.com with your feedback.

Customer Care Service Level Targets

Prod Down

Definition: Severe impact with loss of core functionality.

The service level for Prod Down issues is:

- Average hold time < 5 minutes, 24/7.
- Average outage duration from time of contact with Customer Care is less than 30 minutes for software related cases.
- Average root cause analysis determined in less than seven (7) business days from the time all necessary troubleshooting information is provided.
- Average fix or work-around available seven (7) days after determination of root cause.

High Priority

Definition: High impact on the application. The Customer is able to run the system, but the issue being reported severely impacts the overall "usability" of the system.

The service level for High severity issues is:

- Average hold time < 10 minutes during business hours.
- Average root cause analysis determined in less than nine (9) business days from the time all necessary troubleshooting information is provided.
- Fix or work-around available in a future SU (for 'Critical' bugs only).

Medium Priority

Definition: Moderate impact on the system. The reported problem impedes the use of nonessential functions in the system.

The service level for Medium severity issues is:

- Average hold time < 10 minutes during business hours.
- Average root cause analysis determined in less than twelve (12) business days from the time all necessary troubleshooting information is provided.
- Fix or work-around available in a future SU (for 'Critical' bugs only).

Low Priority

Definition: Low impact on the system. The reported problem has limited impact on nonessential functions, is a cosmetic-related problem, or documentation error.

The service level for Low severity issues is:

- Average hold time < 10 minutes during business hours.
- Average root cause analysis determined in less than fifteen (15) business days from the time all necessary troubleshooting information is provided.
- Fix or work-around available in a future SU (for 'Critical' bugs only).

Hours of Operation

Customer Care is available 24 hours a day, 7 days a week, for all support inquiries and case priorities.

Contacting Customer Care

We always prefer that cases are reported via web for non-urgent issues. For urgent issues, we recommend reaching out via phone by calling into our IVR and selecting the ‘Emergency’ option.

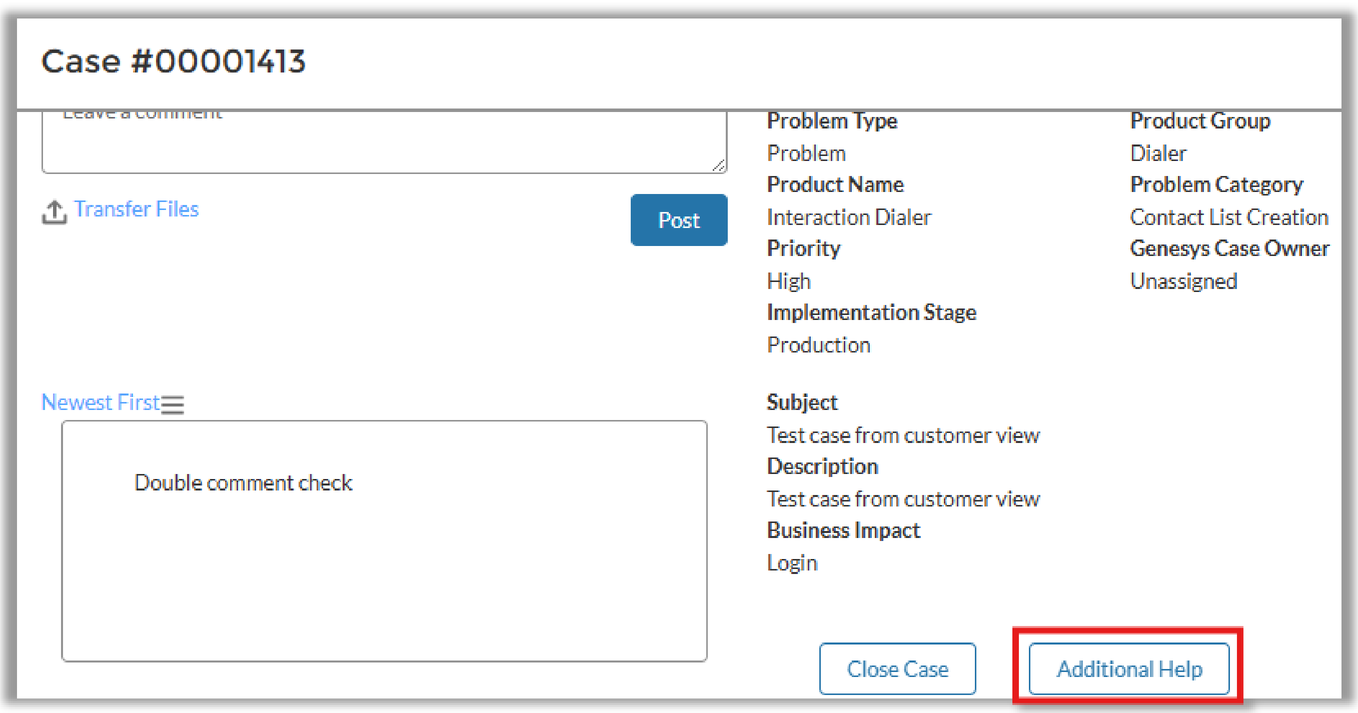
For our global IVR phone numbers and a link to our online case tracking system, please see our Customer Care page at https://pccextendedsupport.com/.

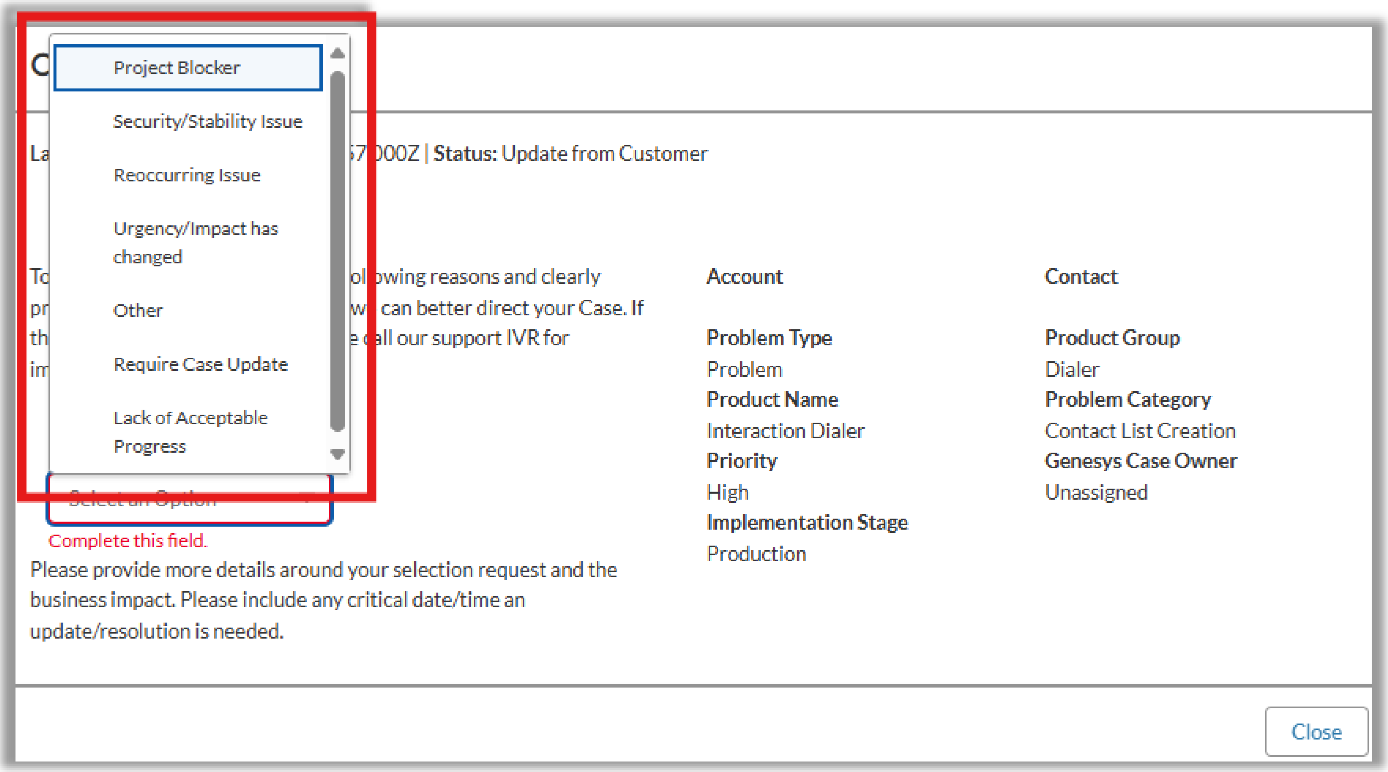
If you do not have access to the online case tracking system, you will need to e-mail us at PCC_ExtendedSupport@infosys.com.

We ask you not to e-mail or call an individual directly, because at any time an individual may be out of the office or away from their desk for an extended period of time. Please call in through the IVR and use the appropriate routing to be connected to an agent.

Case Escalation

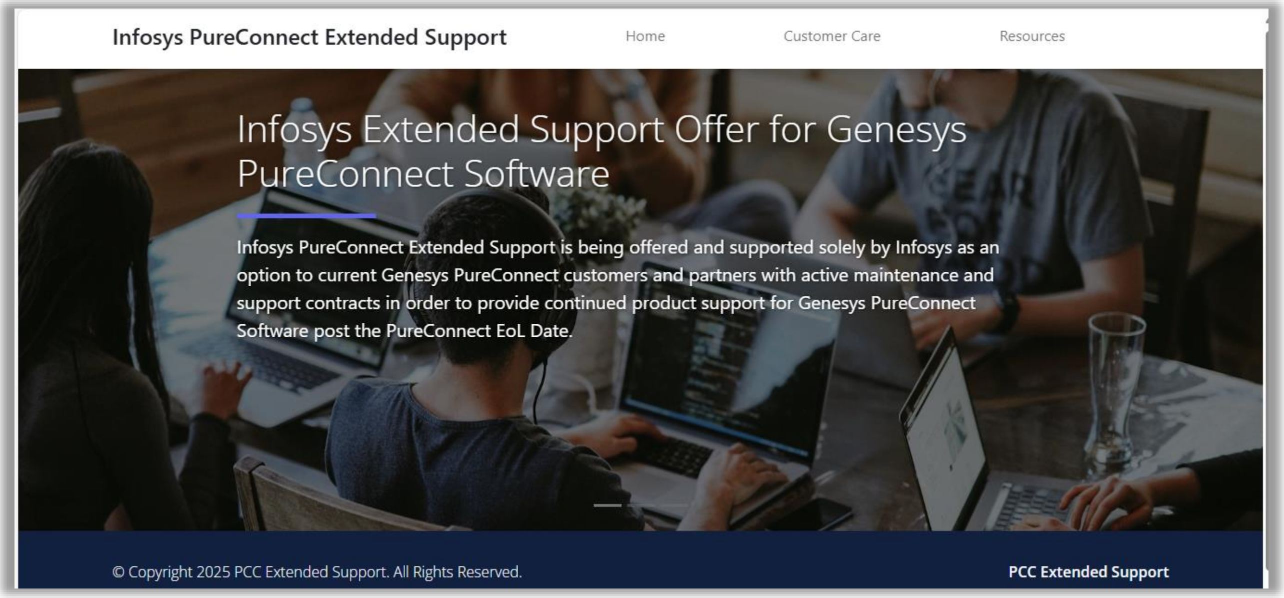
If you have a case that requires management assistance, an Escalation Request form is available through the Infosys PureConnect Extended Support Portal.




Project Blocker
Security/Stability Issue
Reoccurring Issue
Urgency/Impact has changed
Other
Require Case Update
Lack of Acceptable Progress
Complete this field.
Please provide more details around your selection request and the business impact. Please include any critical date/time an update/resolution is needed.
Status: Update from Customer
Account
Contact
Problem Type
Problem
Product Group
Dialer
Product Name
Interaction Dialer
Problem Category
Contact List Creation
Priority
High
Genesys Case Owner
Unassigned
Implementation Stage
Production
Close

Infosys PureConnect Extended Support Portal

The Infosys PureConnect Extended Support Portal is located at https://pccextendedsupport.com/. It contains the following sections:



Customer Care – View your open support cases, search previous cases, or open new cases via the web. Want to get in touch with us via the phone? This section provides access to our IVR through regional telephone numbers.

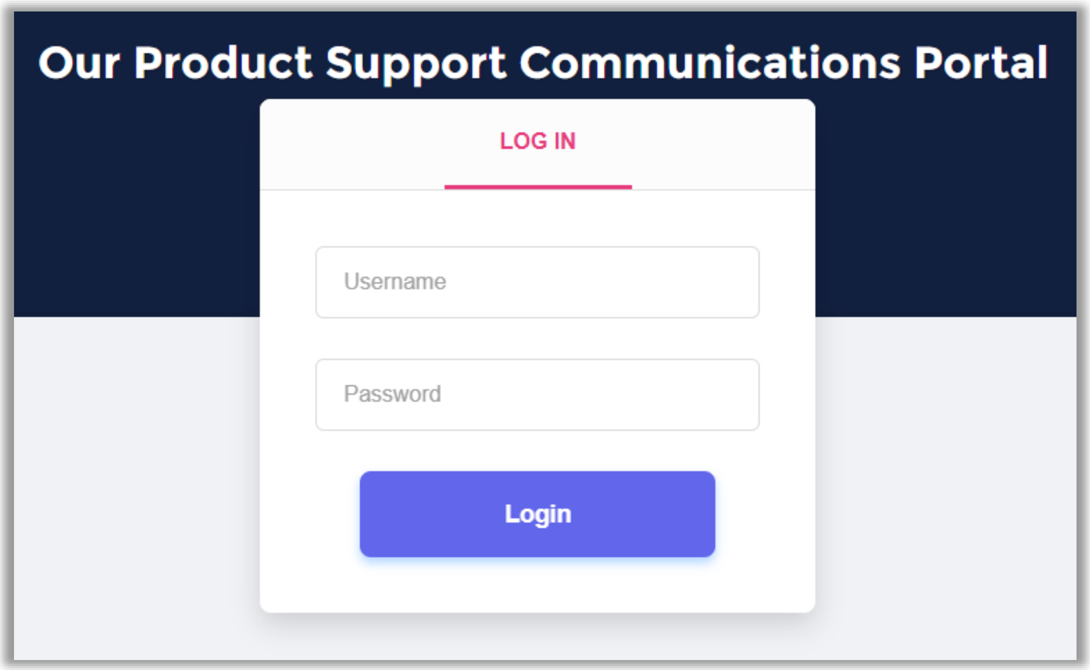
Resources – Access to PureConnect release information, documentation, system prerequisites, updates, and recommendations for each PureConnect product and their respective telephony platforms. Expect to find software downloads, installation guides, training content, training videos and knowledge articles.

Working Cases

Case Tracking

Our online case tracking system is called Salesforce Service Cloud. It can be accessed from the Infosys PureConnect Extended Support Portal https://force-connect-7550.my.site.com/customercare/s.

Cases may be reported directly in the Infosys PureConnect Extended Support Portal or by calling into our IVR. Either way, a case will be opened to track the progress of the reported incident. This progress and the progress of all other cases assigned to your engineers are available via the Infosys PureConnect Extended Support Portal >>> Customer Care >>> Click here.



Case Management and Resolution

An exchange of phone calls and work notes will take place to accomplish the following:

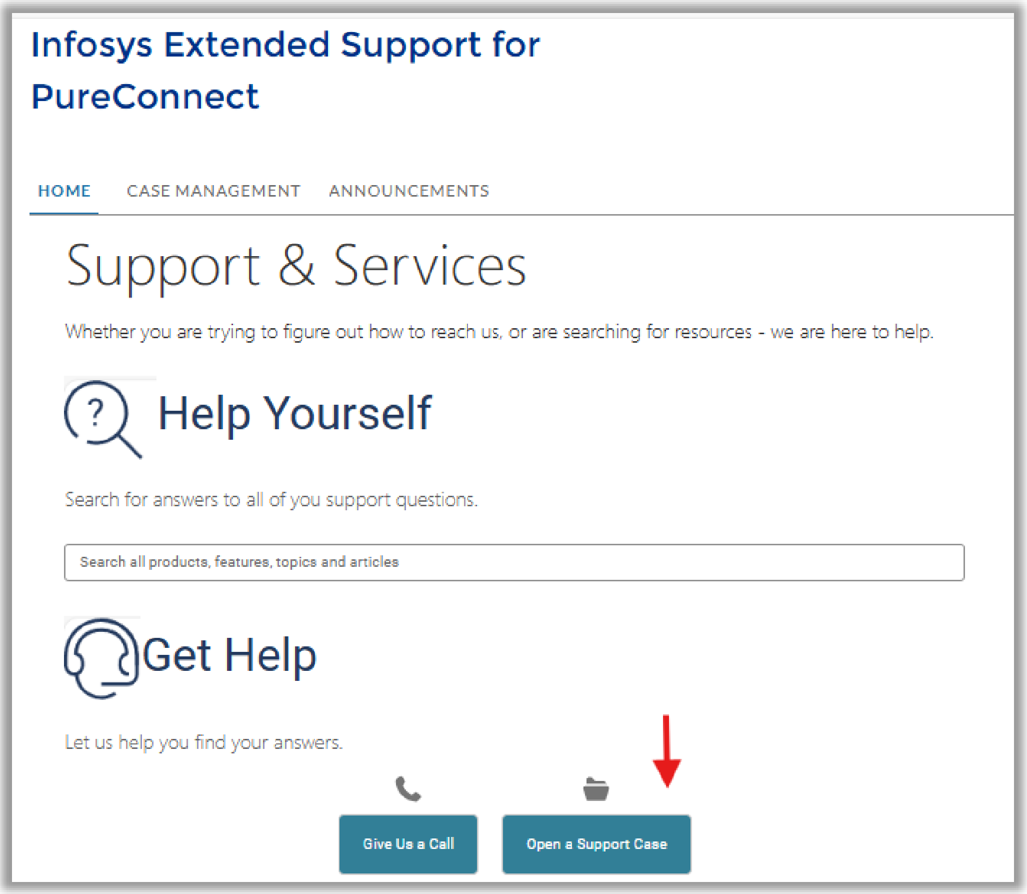
- Establish an understanding of the problem.
- Determine what troubleshooting steps should be taken to narrow down the problem area.
- Determine which logs or information should be gathered to find out why the system is behaving in a given way.
- Establish the need for education, configuration change, bug report, patch request, workaround, or other resolution if possible.

Note: Established defects or bugs will be reported to Development in the form of a Systems Change Request (SCR). Only 'Critical' bugs will be considered for patches.

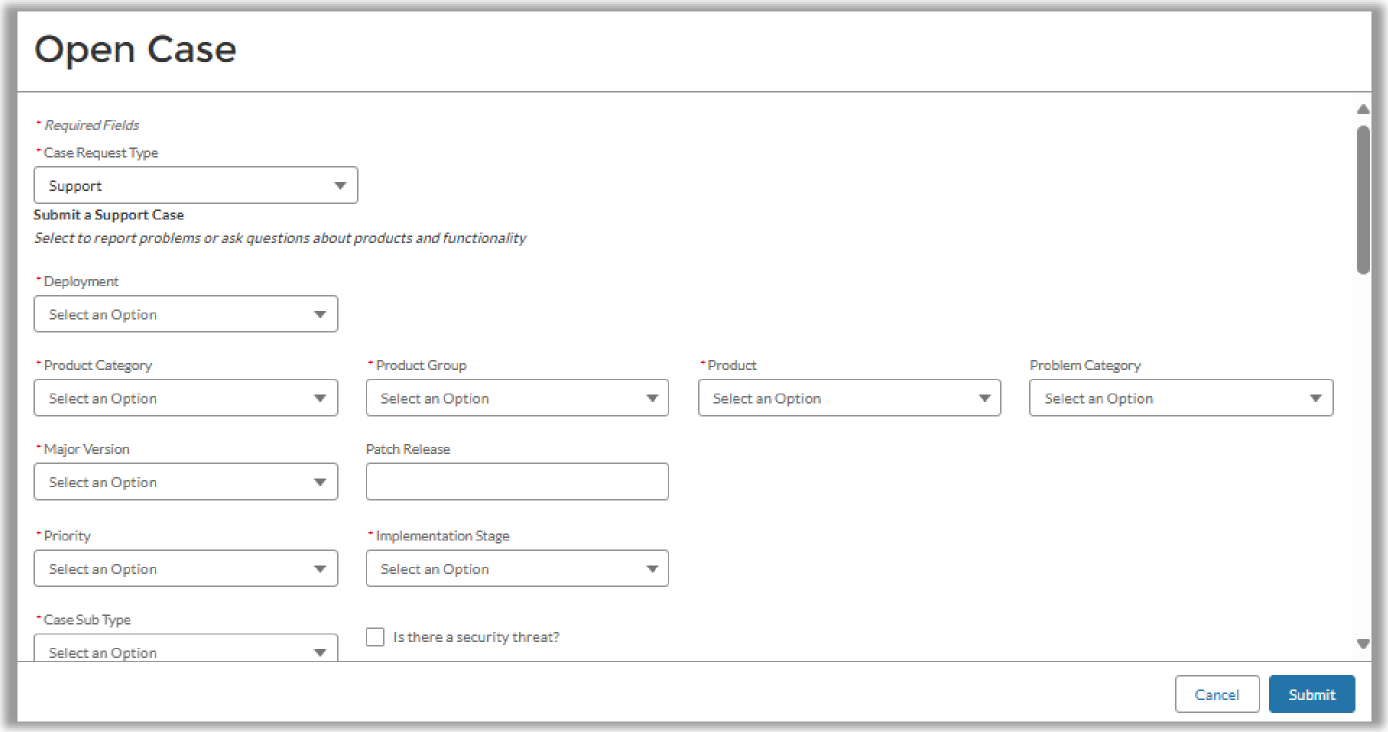
Unless otherwise agreed upon, it is the Customer's responsibility to perform all information gathering, troubleshooting tests, log and configuration gathering, configuration changes, and to fix applications. If we are unable to make progress on the case due to lack of contact or lack of cooperation, the case will (at least temporarily) be marked as "Resolved".

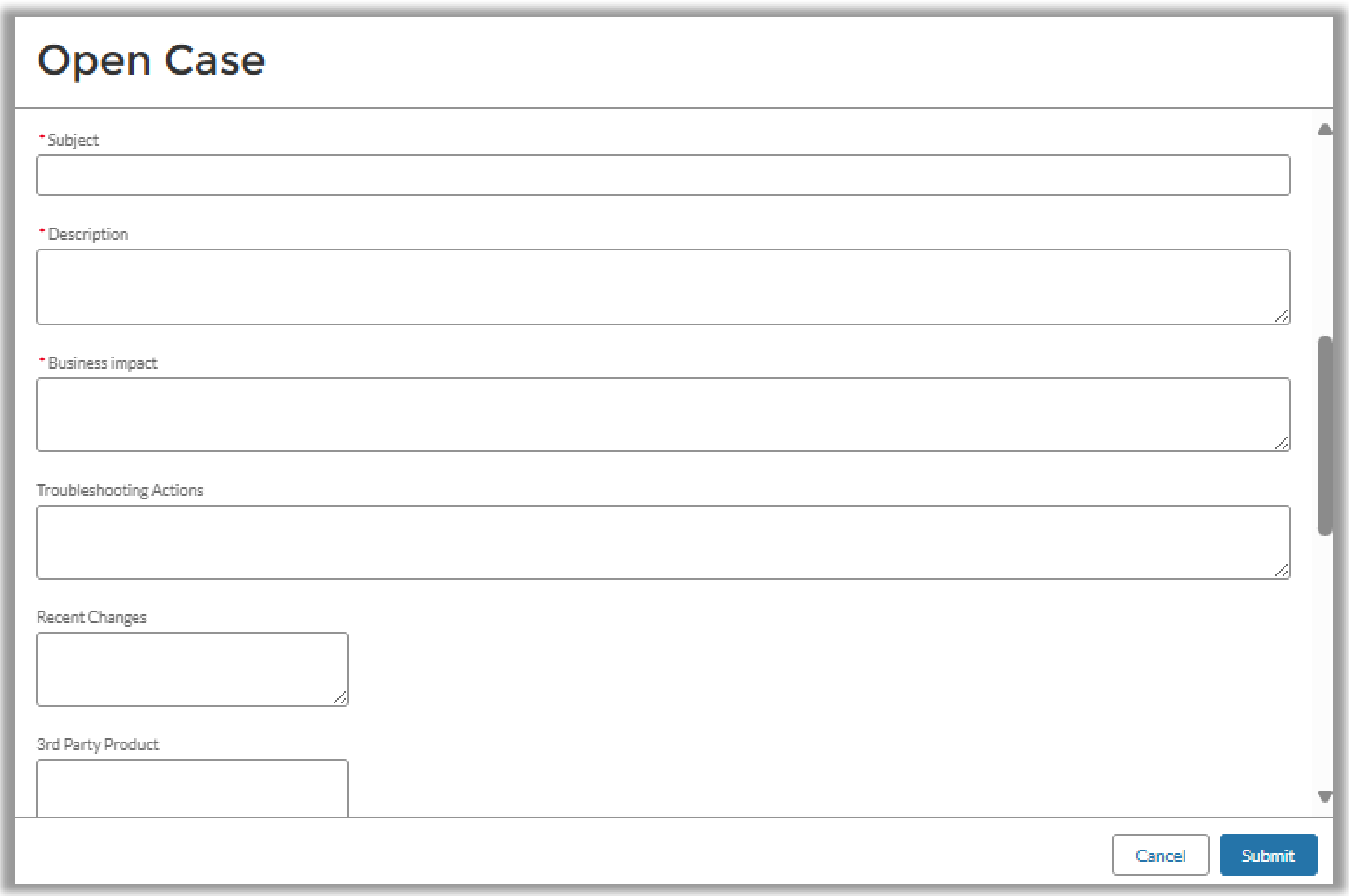
Opening a new web Case

- Navigate to https://force-connect-7550.my.site.com/customercare/s
- Log on to the Infosys PureConnect Extended Support Portal using the credentials that have been emailed to you.
- Once logged in, you should see the screen shown below.



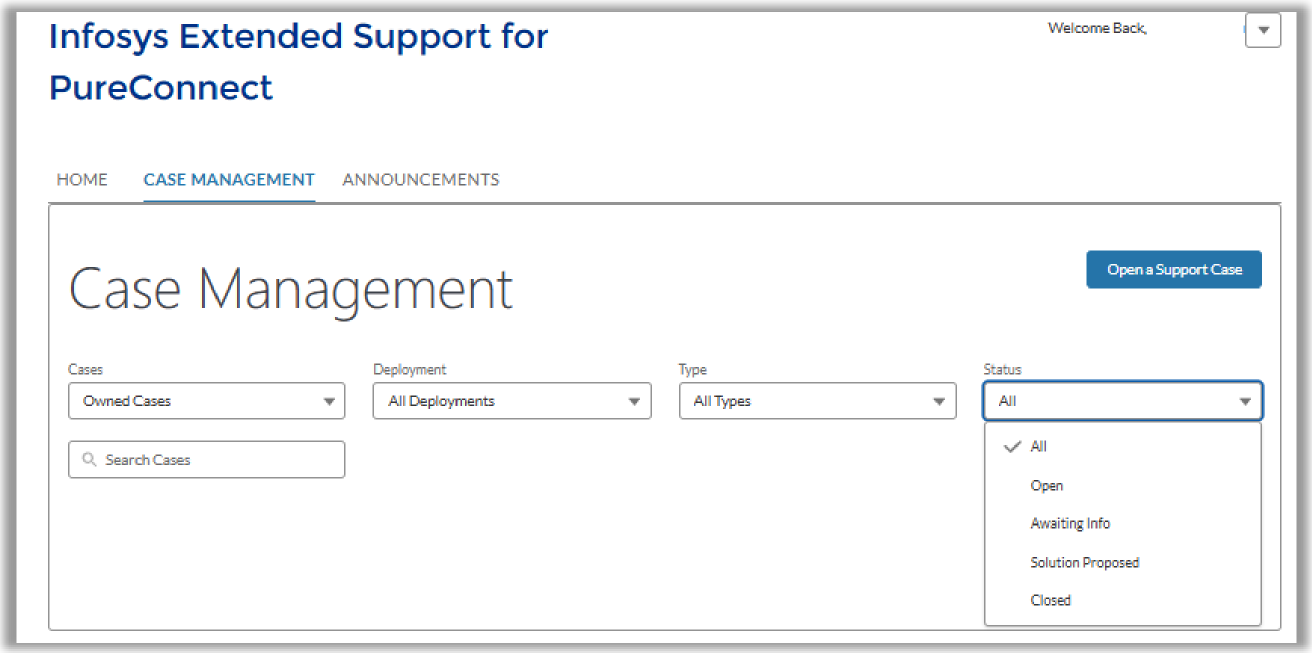
- To open a new incident, under Home or Case Management tab, select the Open a Support Case
- Fill in the appropriate product group and product that the issue is in as well as major version
- Fill in the required information for the issue you are experiencing.
    - Case subject type: Problem or Question
    - Environment Type: What environment does the issue exist in (DEV or PROD)
    - Priority: Choose the priority of the case. The default priority is Low.
    - Subject: Brief description of the problem.
    - Description of Issue: Be as descriptive as possible including if there were any recent changes made.
    - Business Impact: i.e. number of agents/calls affected


Open Case
* Required Fields
* Case Request Type
Support
Submit a Support Case
Select to report problems or ask questions about products and functionality
* Deployment
Select an Option
* Product Category
Select an Option
* Product Group
Select an Option
* Product
Select an Option
Problem Category
Select an Option
* Major Version
Select an Option
Patch Release
* Priority
Select an Option
* Implementation Stage
Select an Option
* Case Sub Type
Select an Option
Is there a security threat?
Cancel
Submit


Open Case
* Subject
* Description
* Business impact
Troubleshooting Actions
Recent Changes
3rd Party Product
Cancel
Submit

Viewing/Managing Cases

- Navigate to https://force-connect-7550.my.site.com/customercare/s
- Log on to the Infosys PureConnect Extended Support Portal using the credentials that have been emailed to you.
- Navigate to Case Management. Choose which case view you want to use.
  - Note: If you need the ability to see your colleagues' cases, please request permission to do so by opening an Admin case. You can then view by going to All Open cases as shown below.
- From here you can choose the specific case you want to update/view
- Once in a case, you can choose to update, close, or upload files

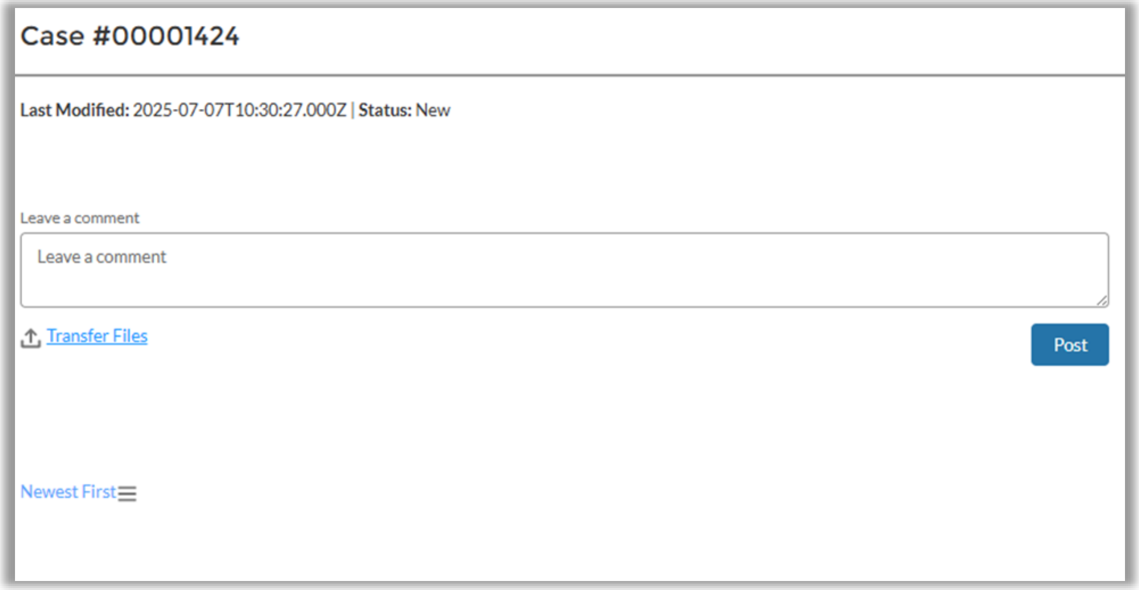


Transfer Files to/from Case

Infosys provides a Portal on PCC Extended Support to allow customers to upload logs and other files that may be needed to help resolve Cases. Clicking the Transfer Files button within any non-closed Case launches the Portal window, which provides the following features:

- File transfer resume capability.
- Integrity validation.
- No file size limit.

Note: The credentials to access portal will be shared with the customer during the onboarding process.



Update an Open Case

There are 2 ways to update a case: via Infosys PureConnect Extended Support Portal or via Email.

Update via Infosys PureConnect Extended Support Portal:

- Click the Case number you want to update.
- Click ‘Post Update’ in the top bar.
    - Note: The portal update does not support rich text. Please use the email response back to the case if you need rich text for your update.
- A separate window opens for you to add your update. Once finished, click Save at bottom of page.

Update via Email

You can update an Open Case by Email if you reply to an Email originated from the Case by an Infosys Customer Care representative or to an automated Case notification. An Email originated from a Case includes a special Reference ID, which ties any reply back to the Case.

On the contrary, if you start a new Email and send it to Customer Care , it will not link to the Case automatically, even if you have specified a Case #.

NOTE: If the Case is in Awaiting Info or Solution Proposed status, and the case contact replies to an email originated from the case, this will also change the case status to Open. In addition to this, you will also see the email updates in the Case Updates section of the case.

Auto Follow-Up Process

The Automated Follow-up Service is designed to ensure timely and proactive follow-up with customers when we need information to advance a Case towards resolution. Automated Follow-ups will be sent to the Customer Contact on the Case according to the rules outlined below.

Auto Follow-Up #1: When Customer Care proposes a solution or requests information for an open Case, a follow-up timer is started for that Case. If there is no customer response within two business days, an automated Email is sent to the customer contact who opened the Case, with a reminder of the customer action requested (provide information or accept/reject solution), and a link to access the Case.

Auto Follow-Up #2: If there is no customer response within five business days after Customer Care proposes a solution or requests information for a Case, a second automated Email is sent to the customer contact who opened the Case. This email contains a reminder of the customer action requested (provide information or accept/reject solution), and a link to access the Case.

Auto Follow-Up #3: If there is no customer response within ten business days after Customer Care proposes a solution or requests information for a Case, the Case is closed and a final auto follow-up Email is sent to the Customer Contact who opened the Case. All information in the Case will remain intact for one month (including any logs or attachments). The customer can reopen it only by a telephone call to Customer Care.

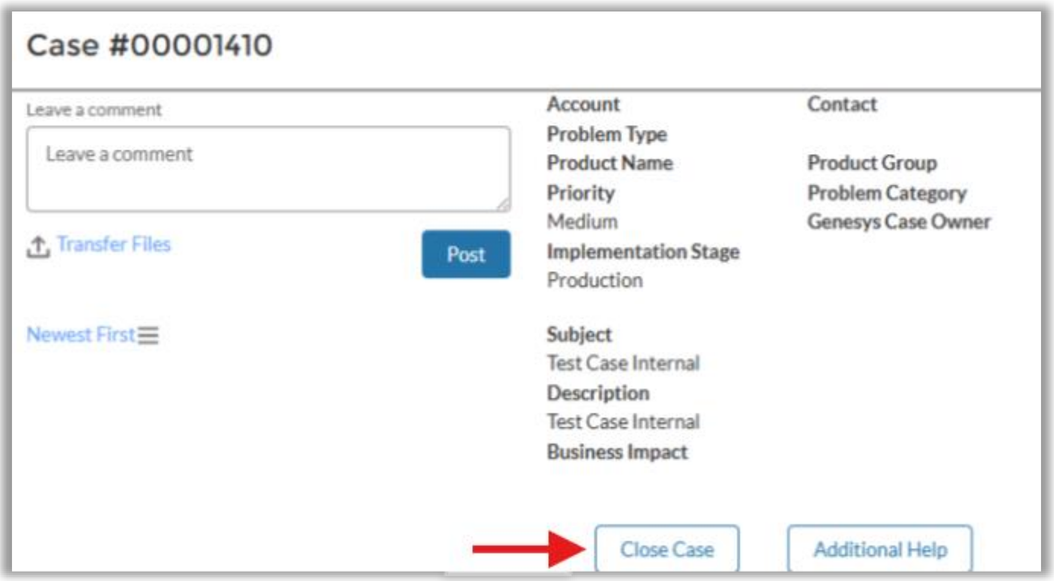
NOTE:

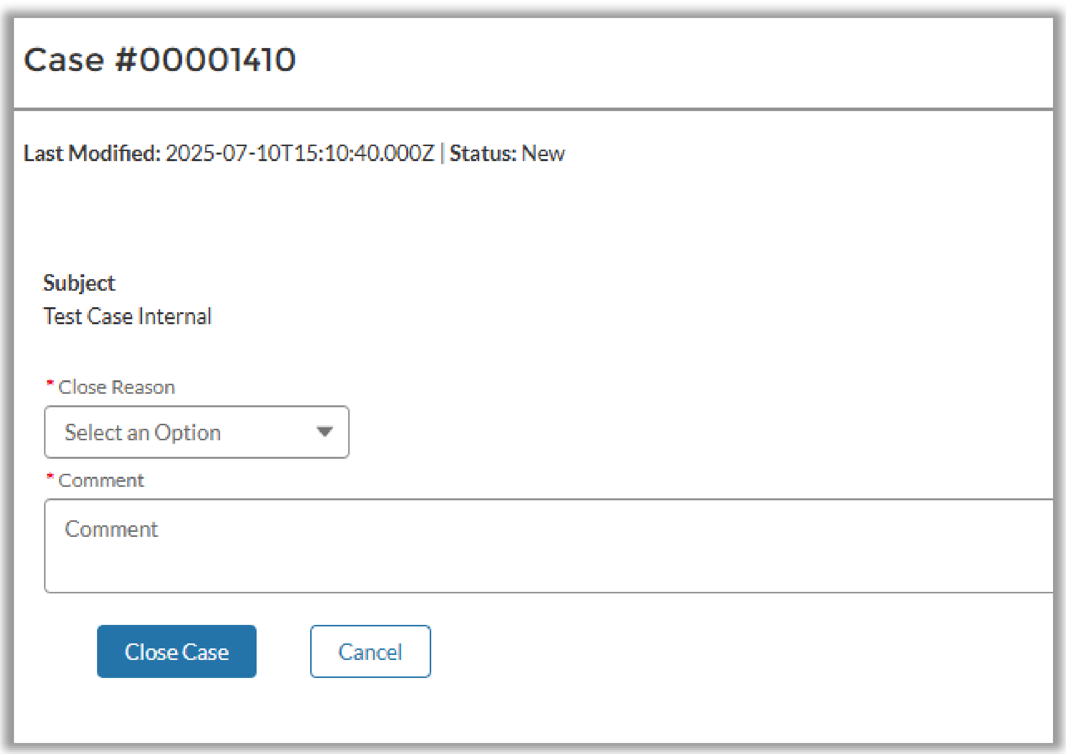
- This automated follow-up process applies to <u>all</u> Cases with Critical, High, Medium or Low priority.
- Automated follow-ups are not used for Critical - Production Down cases.
- The follow-up timer could start and stop several times for a given case. Some examples of requests that start the follow-up timer:
    - Send environment information
    - Describe what happened before application failure
    - Send product logs
    - Verify proposed solution

Closing Cases

You can close a Case through **PCC Extended Support** using the following steps:

1. Login to **PCC Extended Support** using the corporate email listed in your user profile.
2. Go to your dashboard, Select Case Management.
3. Select the Case you want to close.
4. Click the Close Case button.
5. Select either Resolved or Cancelled as the Sub Status.
6. Enter your Closure Comment.
7. Select Close Case.





Infosys Customer Care will close a Case for the following reasons:

- The proposed solution or answer provided by Customer Care has been accepted by the Customer.
- The Customer requests closure/cancellation of the Case.
- Infosys has made three follow-ups about the Case without a response from the Customer. Follow-ups may be manual or automated. For more information, see the Auto Follow-Up Process in the Managing Cases section.

All attached data in a closed Case (including any logs or other customer files) is purged from **PCC Extended Support,** one month after the case is closed.

If you reopen a Case more than 30 days after it was closed, you will need to resubmit the attached data since it is purged 30 days after the Case is closed.

Reopening Cases

A previously closed Case may be reopened if an issue has not been resolved or if a Case was closed by accident.
For the Case to be reopened, all new supporting information demonstrating that an issue has not been resolved should be supplied to Infosys Customer Care within ***30 days*** from Case closure. Without this information, the Case will not be reopened. The Customer can reopen a Case by:

- Logging in to **PCC Extended Support**, go to your dashboard and click on Case Management tab - select status as closed from dropdown menu, then select the respective case and click "Request to Re-open" at the top.
- Call Customer Care.

Note: This function is available exclusively for cases closed in the past 30 days.

For Cases which are closed beyond 30 days, contact Customer Care or create a new Case with supporting information.

Types of Cases

Support Cases

A support case should be opened for any unexplained behavior of the PureConnect platform. It can be opened via the web portal or via the phone.

Admin Cases

These cases are used for problems or questions related to your Infosys PureConnect Extended Support Portal account.

Open an Admin Case for the following reasons:

- Obtaining support access to a particular service contract or Sold To/End User account combination.
- PCC Extended Support changes such as adding or removing a contact or updating an email address.
- Requesting PCC Extended Support access level changes.
- Changes with your Infosys PCC Extended Support portal account.
- PCC Extended Support functionality issues.
- Product does not show in drop-down list.
- File upload/download issues when using "File Transfer" function.

To submit an Admin Case:

- Select Open a support case from Home or Case Management tab.
- Select “Admin” from *Case Request Type* drop down menu.
- Populate each Mandatory Field with the required information.
- Click Submit.

To check the status and manage your Admin Cases:

1. Under Case Management, select Admin in *Case Request Type*.
2. Select the respective case.

License Cases

These cases are used for problems or questions related to your Infosys PureConnect Extended Support License.

Open a License Case for the following reasons:

- Problems with your licenses.
- Any additional requirements in licenses.
- Modifying existing licenses.

To submit a License Case:

- Select Open a support case from Home or Case Management tab.
- Select “License” from *Case Request Type* drop down menu.
- Populate each Mandatory Field with the required information.
- Click Submit.

To check the status and manage your Admin Cases:

- Under Case Management, select Admin in *Case Request Type*.
- Select the respective case.

Case States and Statuses

A case will go through 3 states: Open, Solution Proposed and Closed. Open is the initial state. We move cases from Open to Solution Proposed once a resolution/workaround is proposed. The case is then moved to closed once the issue is resolved or there is no further communication between the case contact and support. Cases can be closed from the web portal by the case contact or by a support engineer. Cases can only be reopened within 30 days of closure.

There are 4 statuses and many sub-statuses available for cases. Here we break the most important ones down into simple explanations:

- Status: Open (Waiting on Infosys)
    - Sub-Statuses: New; Investigation; Customer Responded; Engineering Request; 3rd Party Pending.
- Status: Awaiting Info (Waiting on information from the customer)
    - Sub-Statuses: Info required from the customer.
- Status: Solution Proposed (Solution to problem has been provided. Waiting on customer)
    - Sub-Statuses: Fixed-Software Provided; Replied.
- Status: Closed (Case is closed)
    - Sub-statuses: Resolved; Cancelled; Logged for Future Fix; Redirected; Customer requested to re-open.

Emergency Support Calls

Definition of an Emergency Support Situation

Emergency Support is defined as:

- The primary IC server is not running or is providing no dial tone.
- For sites with a switchover pair, any site running without the backup IC server for any reason other than scheduled maintenance.
- A site is unable to perform its core mission.
- Emergency support issues include the following examples, but are not limited to them:
    - The customer is a Call Center whose business model is to make outbound calls. They are unable to make any outbound calls and there is no workaround. This would qualify as an emergency.
    - The customer is an IVR only installation and the users are unable to maneuver around the IVR making it impossible to process calls. This would qualify as an emergency.
    - A site only processes emails and there is an inability to successfully queue any emails. This would qualify as an emergency.

What We Support

Products Supported

We provide direct support for Genesys PureConnect Premise products only.

We will concurrently assist you and your vendor with isolating issues with 3rd-party products provided the issue appears to be related to Genesys PureConnect software and provided you are actively working with the vendor to troubleshoot.

Support of Customizations

Infosys PureConnect Customer Care does not provide support for 3rd-party applications or customizations. These types of projects are handled by our Delivery Services and as such are billable.

Customer Expectations

Customers Should Be Certified

Although not required, customers are encouraged to have a valid PureConnect product certification(s). Product certifications are specific to the individual that has been certified, the function being performed, and to the product/version involved. Genesys-developed and shared PureConnect training and certification course content is available on the Infosys PureConnect Extended Support Portal located at https://pccextendedsupport.com/

Customers Must Be Current on Maintenance

Customers calling in for support who are not active or current on PureConnect Extended Support maintenance will be denied licenses and customer will be directed to Renewal Management for purchase arrangements.

Customers Must Be Professional

Customers are expected to maintain professional behavior during any interactions with Infosys employees. Customer Care reserves the right to refuse support to individuals for any of the following:

- Deliberately hanging up on Infosys Employees.
- Use of abusive, intimidating, or obscene language.
- Deliberate misrepresentation of the facts, whether to the third-party vendor or to Infosys employees.

Customer Must Perform Regular System Maintenance/Monitoring

Customers are expected to perform the following functions:

- Monitor system performance and communicate hardware needs.
- Ensure adequate hard drive space is available for regular function with increased tracing levels.
- Perform regular system/configuration backups utilizing either backup software, Interaction Migrator, or both.
- Monitor the Windows event Logs for anything which could be system impacting.

Customer Must Utilize Standardized Change Control

With the exception of changes to users or workgroups, all changes to PureConnect server applications and configurations should follow a change control procedure which includes the following:

- Implement the change in a test environment.
- Write up an implementation plan.
- Write up a test plan.
- Write up a backout plan.
- Take a backup/export of the system and/or configuration.
- Implement the change in the production environment utilizing the implementation plan.
- Test utilizing the test plan.
- Revert utilizing the backout plan if necessary.
- Store a retrievable record of the events with the following information:
    - Date/Time of change.
    - Engineer who performed change.
    - Short description.
    - Full summary.
    - Note "Successful" or "Reverted".

Customers Must Provide Level One Support

All customer organizations must provide the first level of support. The following responsibilities are included:

- Be the interface for all communication with the end users.
- Establish and communicate a phone number where the customer may reach you for support both during and after business hours.
- Staffing must be sufficient to handle the volume of support cases in a timely manner at all times.
- Provide support for all hardware and software issues.
- Attempt to reproduce all issues in a comparable test environment.
- Keep your system up-to-date with new fixes.
- Work with network and carrier technicians to ensure a high level of service.
- Ensure that third party software applications that interface with Genesys products are working and available.
- Perform all troubleshooting tests requested by PureConnect Support.
- Gather and deliver all logs and files requested by PureConnect Support.

Note: If an end user contacts Customer Care directly, we will have to refer them back to your designated resources.

Use of the Development Environment

Any major system modifications or additions of new features to a customer's system should be thoroughly tested first in a development environment. The customer should install new versions of software and new Service Releases in their development environment prior to attempting to install them in any production environment. A development environment need not require a high-end server, but should enable an application engineer to verify new handler functionality prior to publishing them in a production environment. It should match the production environment as closely as possible.

Use of the User Acceptance Testing Environment

It is recommended that customers employ a User Acceptance Testing (UAT) environment to provide real-world testing of behaviors and scenarios prior to promotion of new changes or releases to the production environment.

Optional Customization Support

Some customers will want to be able to customize their own systems. The PureConnect application contains tools that enable a customer to make desired changes to their systems. An important note to this topic is that with this flexibility comes an added responsibility for the customer. The following are support guidelines when engaging with a customer that wishes to perform their own customizations.

- Handler Support - Customer Care will troubleshoot customer handlers using Interaction Designer and offer suggestions for handler correction or improvement. Customer Care does not provide the detailed step-by-step instructions on how to create new handlers or modify existing handlers.
- Tool Support - Customer Care provides guidance on the proper use of the tools provided in Interaction Designer. Examples may include the proper use of play prompt, extended get key; generate HTML or any other tool step.
- Development System - Customers should maintain a development system that they can use to develop and test all changes before they are put into a production environment. This would include an additional server license, server platform and telephony resources. The development system does not need to be as large, expensive or as fully loaded as the production system.
- Cut Over Notification - A formal notification must be given to Customer Care prior to applying any new customizations.