

Slater, Brett T.

From: Julie Wilson <JWilson@convergeone.com>
Sent: Tuesday, November 24, 2020 9:00 AM
To: Slater, Brett T.
Subject: FW: question on CoC support

Hi Brett,

ConvergeOne reached out to Genesys and posed the question of multiple support partners. We received the below statement back. Will this work for you?

JULIE WILSON
NATIONAL ACCOUNT MANAGER

o 317-876-6423



convergeone.com

From: Rosemary Lugo-Gross <Rosemary.Lugo-Gross@genesys.com>
Sent: Friday, November 13, 2020 11:33 AM
To: Chris Adams <CAdams@convergeone.com>; Julie Wilson <JWilson@convergeone.com>; Richard Tarter <RTarter@convergeone.com>
Cc: Owen Robinson <ORobinson@convergeone.com>
Subject: [EXTERNAL] RE: question on CoC support

CAUTION! This is an **EXTERNAL** email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

TO whom it may concern,

It is Genesys Policy that the support of the Genesys Environment is associated to the party that the environment was sold through. If this was sold Direct, Genesys would own support. If this was via a Partner, then that partner would own support.

Our system is only set up to associate an environment with one entity for support. This ensures control of the environment by one authorized party and the admins associated to that entity. We do not allow and can't support multiple parties owning the support responsibility.

Rosemary Lugo-Gross
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