Requesting Genesys Cloud Access & Support - for KYCHFS DMS Agents

Version	Date	Intended Distribution To
1.25	09/01/2023	KYCHFS DMS Insurance Agents

Overview:

This document provides details for how insurance agents to take calls on behalf of DMS via the Genesys Cloud CX KYCHFS environment, may request to have an account created, or request support for any issues they may encounter related to Genesys Cloud.

Conduent Business Hours: M-F 8AM-7PM EST & Sat. 9AM-2PM EST

Step	Action
1.	**How to Request Cloud Access**: 1. The agent will email the Conduent Helpdesk via KYHBE.Support@conduent.com with the following: • Agent's First and Last Name • Email address • County where located (or specify if out-of-state agent) • Phone number 2. Conduent will attempt to verify the agent's identity via "KYNECT – Agent Lookup Tool" If the agent is locatable, Helpdesk will create their Genesys Cloud account, which will generate an invite to the agent's email, prompting them to create a password and login. Otherwise, if Conduent is unable to verify the agent via the "KYNECT – Agent Lookup Tool", Helpdesk will respond to the agent and CC David Verry (DMS), requesting verification. **NOTE**: Some agents may have other individuals, in their office, working with or for them who also require access, but may not be registered in KYNECT as an agent themselves. For such cases, the agent must request access on a user's behalf. Helpdesk will verify the agent exists in the "KYNECT – Agent Lookup Tool". If the agent is verifiable, Helpdesk will create the account for the agent's supporting staff user as requested.

2.	**How to Request Cloud Support**:
	
	1. Requests for Cloud support should be directed to either:
	
	• KYHBE.Support@conduent.com
	• (855) 637-6575
	
	2. Requests should include a minimum of the following information:
	
	• Name of the agent reporting an issue
	• Email address of the impacted agent
	• County where the impacted agent is located
	• Brief description of the issue
	    o Symptoms of the issue
	    o Time of occurrence
	    o Any troubleshooting steps already taken
	• ConversationID of call (if applicable)
	• Screenshots of errors (if applicable)