



GENESYS BUSINESS MANAGER

FREQUENTLY ASKED QUESTIONS

Who uses e-Manager?

e-Manager is an administrative tool that is used by members of your company who are responsible for the management of the Genesys conferencing services you use. The most common users of e-Manager are in IT/Telecom but may also be in procurement, human resources or accounting depending on how your organization assigns these responsibilities. e-Manager is not a tool that you would give to each conference account holder/moderator.

What do they use e-Manager for?

Your designated conference service administrators use e-Manager to set up new conference users, modify information associated to active conference users, and to deactivate conference accounts and conference users when account holders no longer need conferencing services or are no longer employed by your company.

Would I still use e-Manager if I have a registration page for setting up new users?

Yes, you may still want to designate one or two people to have e-Manager access. The value you'll get from e-Manager depends on how you use the registration page. If you let your employees self register for conferencing services then you'll find e-Manager useful

for keeping account holder information current, such as updating a last name when someone's marital status changes or more importantly, deactivating conference accounts when an account holder leaves your company. If you have a central person who completes the registration page for all of your users then you'll find e-Manager is an excellent replacement to the registration page because it is a direct link to our system so accounts tend to be set up a bit faster.

Is e-Manager available to every customer?

e-Manager is available to any customer who wishes to have self administration capabilities over their conference user population. Most customers can have access to e-Manager. However, there are some limitations that limit availability to certain customers. e-Manager is not currently able to support customers who have requested "moderator billing", where Genesys issues individual invoices for each account holder. This is common among customers who use procurement card (p-cards) as their method of payment. We would be happy to review your account and advise if e-Manager would be available to you. Please contact your sales agent or Genesys customer service if you would like to learn more about e-Manager and to determine if e-Manager is right for you.

How much does e-Manager cost?

e-Manager is offered to you at no additional charge. However, Genesys reserves the right to limit the number of e-Manager logins issued.

I have an e-Manager account but don't remember my password or login details, what should I do?

Send an email to brian.williams@genesys.com to request your login credentials or password reset.

How can I learn more about e-Manager or arrange a training session?

Contact your sales agent or Genesys customer service if you would like to learn more about e-Manager. You may also send an email to Brian Williams, Genesys Business Manager Global Product Manager (brian.williams@genesys.com) to learn more, arrange a demonstration or to schedule a training session.