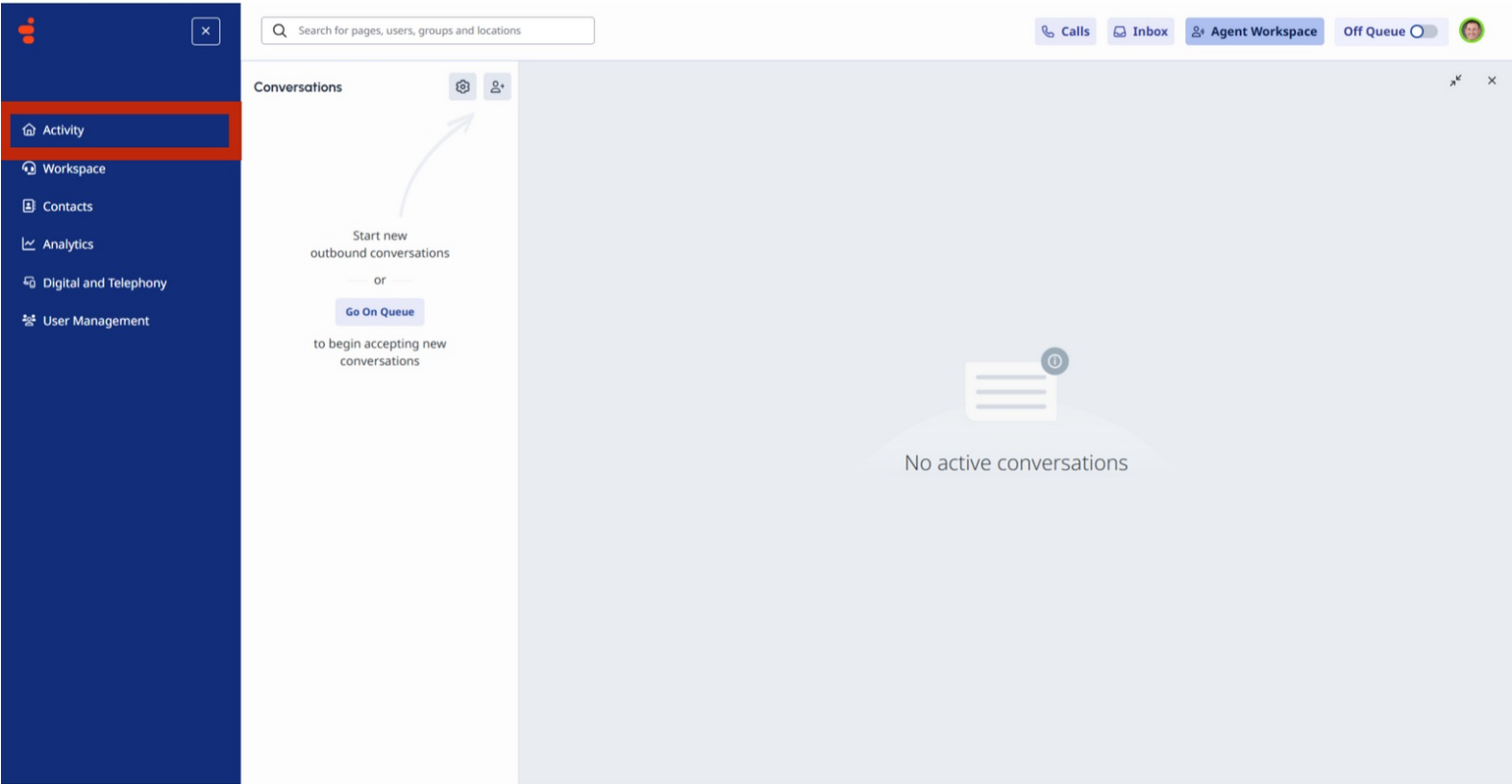




Submitting a Genesys Log

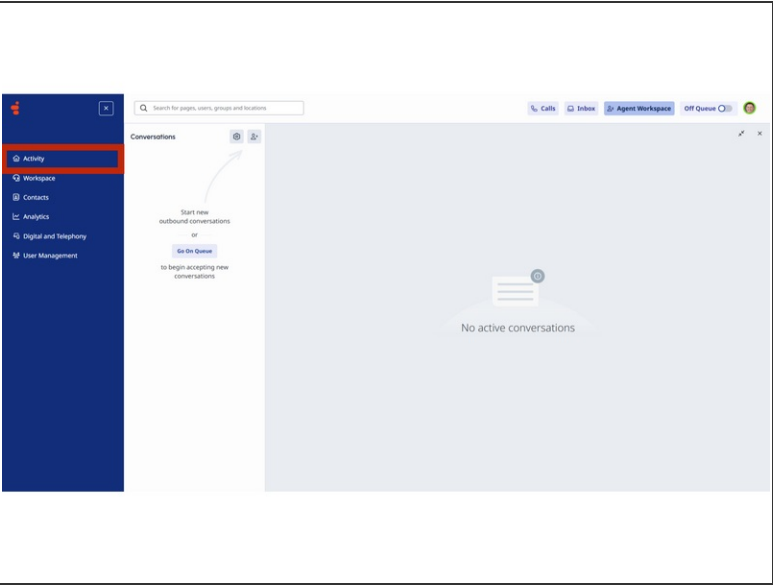
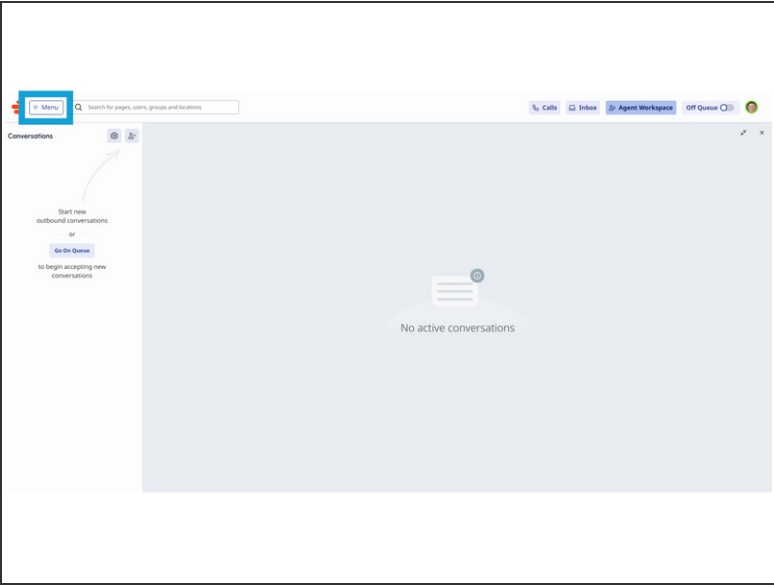
Written By: Brendon Welch



INTRODUCTION

In the event of a technical issue with Genesys, you must submit a log to your administrator.

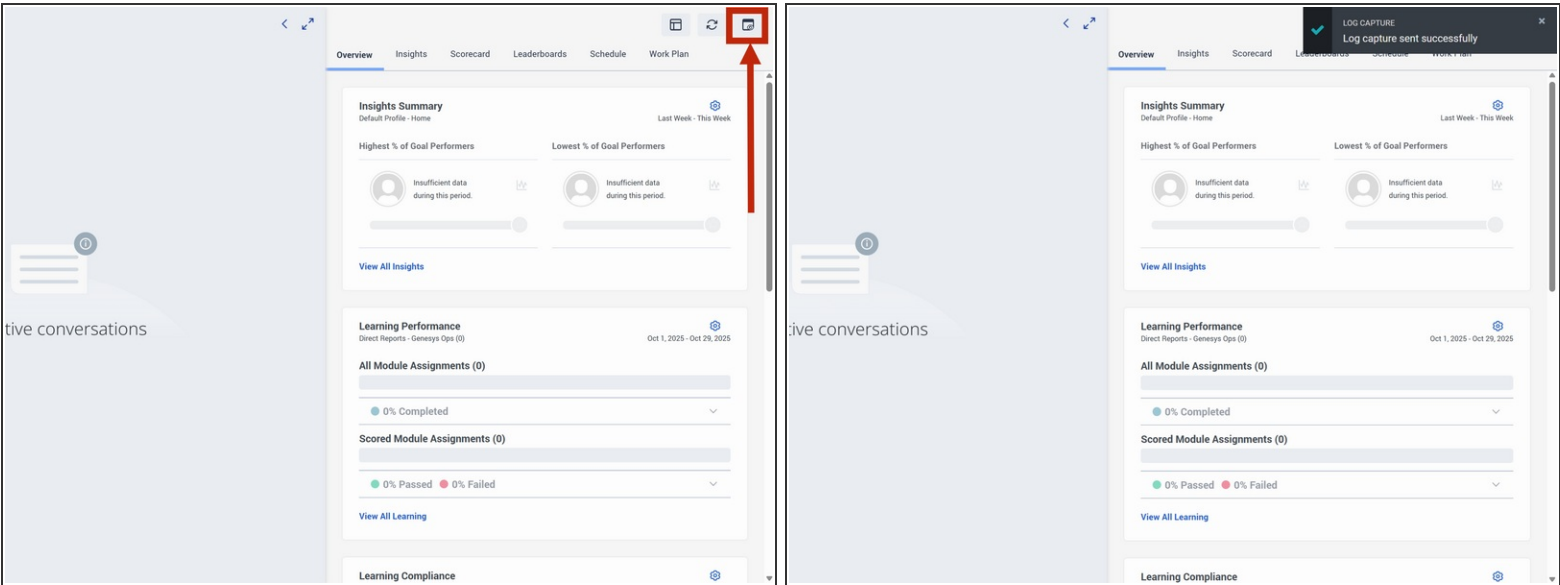
Step 1 — Submitting a Genesys Log



★ To submit a log to your administrator:

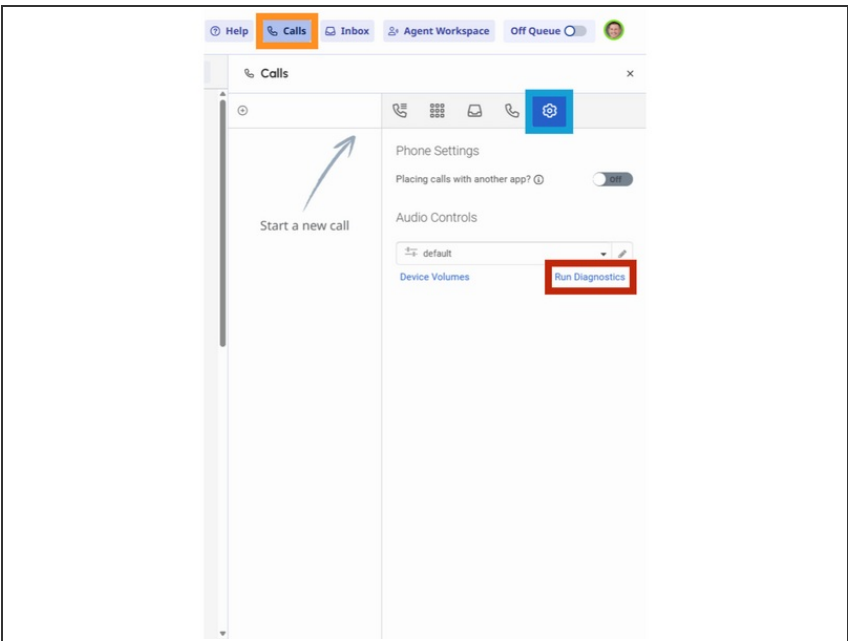
- Click **Menu**
- Click **Activity**

Step 2



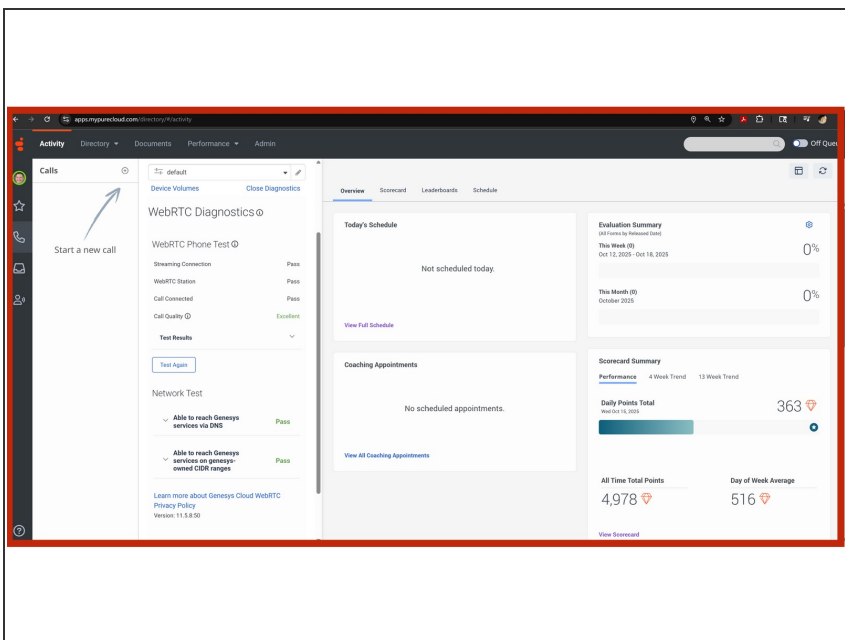
- Click **Log Capture**
- ⚠️ A confirmation message will appear to confirm the log was sent successfully.

Step 3



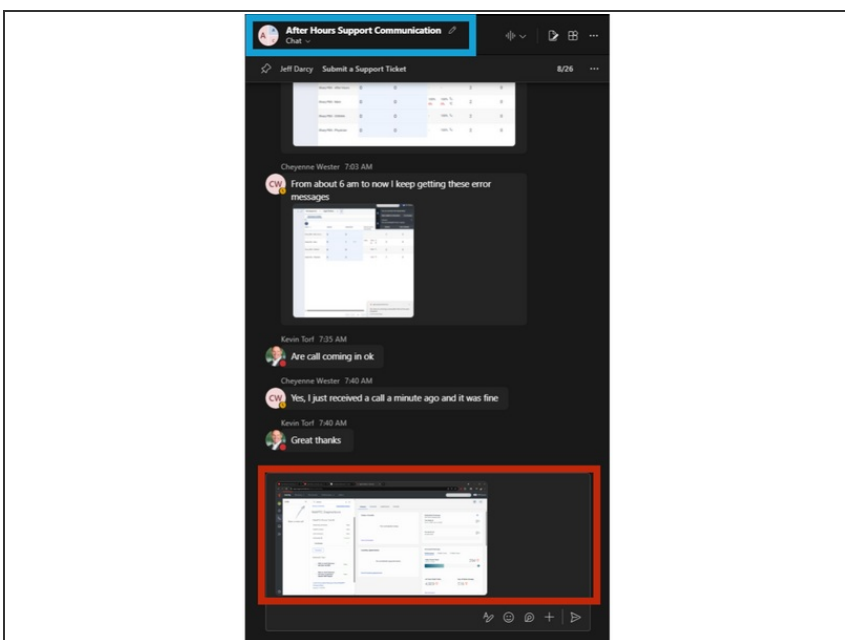
- Select **Calls**
- Click **Phone Settings**
- Click **Run Diagnostic**

Step 4



- Press the **Windows key + Shift + S** on your keyboard
- Select **Your whole screen**

Step 5



- ⚠ **Go to Microsoft Teams.**
- Select the **After Hours Support Communication**
- 📎 **To paste the screenshot:**
- Click the **message field** and Press **Ctrl + V** on your keyboard then **Enter**