**WISCONSIN DEPARTMENT OF HEALTH SERVICES**
**Division of Medicaid Services**
**1 W. Wilson St.**
**Madison WI 53703**

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| To: | Genesys User Guide Users |
| From: | Bureau Director<br>Bureau of Eligibility and Enrollment Policy |
| Re: | **Genesys User Guide Release Pilot** |
| Release Date: | 05/01/2024 |
| Effective Date: | 05/01/2024 |

A new version of Genesys released as a pilot release May 1, 2024, and additional updates will be added in phases. Through these phases, users who log in to Genesys using the Genesys portal will gradually be given access to the new version. Users will be informed by their supervisors when they have access to the new version.

This guide is for both versions of Genesys. The first 11 sections for users who log in to Genesys using the portal followed by sections for users of the new version. The table below lists new sections added for the new version.

| EFFECTIVE DATE | | The following policy additions or changes are **effective 05/01/2024** unless otherwise noted. **Underlined text denotes new text. Text with a strike through it denotes deleted text.** |
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| **POLICY UPDATES** | | |
| 1 | **Introduction to Genesys** | New Section |
| 2 | **Accessing Genesys** | New Section |
| 2.1 | **Logging In to Genesys** | New Section |
| 2.2 | **Logging Out of Genesys** | New Section |
| 2.3 | **Forgotten Credentials** | New Section |
| 3 | **Agent Desktop** | New Section |
| 3.1 | **Agent Desktop Content Viewer** | New Section |
| 3.2 | **Performance** | New Section |
| 4 | **Call Handling** | New Section |
| 5 | **Voicemail** | New Section |