

# Sytel Support Procedures



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## Introduction

At Sytel, we place great emphasis on the quality of support we provide to our customers and partners. In the mission critical call center marketplace, fast response and accurate support is not optional and for this reason an ongoing support agreement is an integral and mandatory part of our product offering.

This document outlines Sytel's support processes and procedures and explains how to use the support facilities we offer.

## 1. What We Do and When

Sytel support cover is comprised as follows:

- (a) Recording of issue
- (b) Simulation/diagnosis of issue
- (c) Provision of issue circumvention advice or repair
- (d) Provision of any code updates, as required

### Support Times

Times below are UK times. Note that the UK implements daylight-saving.

1.	<b>Working days - standard</b>	06:00 - 17:30 (From 06:00 to 09:00 contact will be available via email only)	All actions as above.
2.	<b>Working days - extended</b>	17:30 - 24:00	All actions as above but excluding work on code updates.
3.	<b>Weekends and Bank Holidays</b>	09:00 - 24:00	Critical issues* only will be addressed.
4.	<b>All other times</b>	00:00 - 09:00, daily	

\*Critical issues - material agent/campaign agent downtime

### **Support Fees**

Categories 1 – 3 above will be supplied subject to payment of the Annual Fee. Category 4 is available, subject to payment of the Extended Annual Fee.

Sometimes, cover may be required for specific events that don't fall within the above definitions. For example, a customer may plan to do a major upgrade over a weekend and ask for our direct support. We are always happy to quote for such work.

### **Response Times**

At all times we aim to provide a response to non-urgent support requests within 1 hour maximum. In the case of critical issues, we have a hotline available that is permanently manned, in order to provide immediate response.

## **2. How We Manage Support Requests**

### **Critical issues**

Subject to an appropriate support cover agreement, a support hotline is available to all customers. All such calls should always be followed up by emails. See below.

### **Non-critical issues**

All Sytel support is email based. We operate an email based automated case management system. When a request for support is received that requires a follow up, the case is entered into our support tracking system and a unique **case number** is generated. All further correspondence relating to this case must have this case number in the subject line to ensure that it is added to the case history and tracked.

When a support case has been created with a unique case number, this case will remain open until either the originator has agreed that it can be closed or if we have not received any response to two separate requests to close it.

On receipt of a support request email, we will either

- respond directly with the required information or advice, or
- if a follow up is required, we will
  - acknowledge receipt of the request
  - open a new support case
  - advise an estimated timescale for our response.

Where an issue requires technical assistance from Sytel support staff, this will be provided remotely using remote access and remote diagnostic tools where appropriate.

It is highly unlikely that on-site support will be necessary to resolve any technical issues, however where a client feels this is essential (e.g. for on-site training) this can be provided with sufficient notice and at the prevailing on-site support rates.

### 3. Our Support Resources

- **Support Expertise**

Our highly trained support engineers are equipped to deal with any technical problem that may occur on any part of your call center system, whether it is telephony, database, dialer, campaign, agent application related or combination of any of these.

- **Remote Support**

We provide remote support via all common remote access technologies, fully compatible with the strictest internet security systems and can provide a dedicated IP address to support restricted firewall pass-through.

- **Support Diagnostic Tools**

Sytel has developed a comprehensive set of diagnostic and analysis tools that are designed to quickly pinpoint the source of any system performance issues and to assist you in maximizing the efficiency of your call center system. These are freely available to all Sytel Softdial Contact Center™ users and their use is covered in detail during our training courses.

- **Software Updates**

Sytel provides regular enhancements to existing applications and are constantly extending the range of products offered.

We aim to deliver a major update to our suite of products every 6 months and minor updates as required. Updates for existing applications are provided under our contractual terms and conditions.

- **Online Support Documentation**

Our online documentation covers every aspect of our products from marketing overviews to detailed API specifications for integrators.

- **Training**

Sytel provides a range of standard training courses that can be tailored to meet a specific customer requirement. Training is normally delivered at our Aylesbury offices but on-site training courses can be arranged as required.

## 4. What We Require

- **Remote Access Facilities**

Where the request is for assistance in resolving a technical problem at the customer site, we may sometimes require remote access to the site via a reasonably fast and responsive link with a facility to upload log files from the server and download software patches, updates or diagnostic tools to the server. This vital pre-requisite of our support agreements is required to enable us to provide a fast response and recovery service.

We currently support the following remote access technologies:

- Remote Desktop (RDP)
- TeamViewer
- WebEx

Other remote access technologies may be supported by agreement on the basis that the distributor or customer bears the licensing cost of any technology required. The TCP-IP link should be a permanent live

connection such as that provided by a DSL or MPLS connection and must provide no less than 256 Kbit/sec of full-duplex bandwidth.

The distributor or customer must be prepared to make such available at all times, on request from Sytel. When a customer's site is locked down against remote access for security reasons then Sytel will expect to be able to make immediate contact with a customer's Network Operations Center to achieve a verbal exchange of access tokens, followed by immediate access.

- **Local Contact**

Where remote support is being provided by Sytel, in some cases we may request a local support contact person to be available who can carry out system checks and tests, such as re-booting servers and collecting diagnostic information.

- **Accurate and Comprehensive Fault Reporting Details**

Sytel aim to provide 'best in class' support for our customers partners. We are very keen to deliver an efficient and effective service as and when required. When you request support, please help us to help you by providing clear and explicit diagnostic information and by observing these guidelines:

- Provide a clear description of the issue (e.g. what happened, what were the error indications, what applications failed, what did the operator actually see that alerted them to the issue?)
- Describe what test/ production process was being run at the time the problem occurred. Include details of campaign types, any unusual conditions, any related issues (e.g. telephony, network, database problems) etc.
- Provide logs covering the timeframe when the event occurred. Delays can occur when the logs we receive do not cover the timeframe which is of interest or covers only part of the event lifecycle.

- Report issues promptly. It is very important that Sytel is made aware of any issues as soon as they occur so that we can collect any diagnostic information that may exist. Some diagnostic information may be lost if we do not access it promptly.
- If the above logs do not provide sufficient information to enable us to diagnose a fault, we may require remote access to the site to collect additional information. This will be agreed at installation and the remote access details should be readily available. Sytel will provide a fixed IP address for secure access through the customer's firewall.
- When we receive a support request we may issue a case number. This is used to keep track of the request and ensures that you receive a timely response. This case number must be included in the subject line of all subsequent email communication relating to your request.

## 5. Contact Details

Emails to Sytel support should be addressed to  
[support@sytelco.com](mailto:support@sytelco.com)

The support call hotline, at all hours, is  
44 (0)1296 380191



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