



Services Datasheet

inConcert Software Solutions

Technical Support



We combine diagnostics and incident resolution with proactive monitoring and software updates to minimize losses in productivity.

We offer a unique and complete maintenance and support plan of extended 24/7/365 coverage with unlimited incidents and no additional costs.

Overview

Get in contact, easily.

Technical support access is simple, all day, every day, all year, at any hour. Report an incident at a single point of contact and across multiple channels: telephone, email, or incident reporting via a web application. No matter what channel your incident ticket is generated on, the ticket is classified according to urgency and distributed to a support engineer qualified to deliver the solution. Incidents are escalated automatically when necessary.

Verify the status of incident progress in real time using our web-based incident handling application. You can also access our knowledge base online for rapid access to technical documentation, responses to frequently asked questions, and updated user manuals.

Proactive maintenance.

Our 24/7 Proactive Monitoring helps maintain the continuity of your operations, anticipating problems. Our technicians can pre-configure system alarms to detect anomalies triggering immediate notification so our technical personnel can intervene before your operations are impacted.

Technical Support coverage also includes proactive maintenance of inConcert software, including:

- Updating and installation of patches for inConcert software products.
- Upgrading of inConcert software.
- Preventive backups of your critical application information.

Summary of what's included in our Technical Support Service .

- Diagnosis and resolution of technical incidents.
- No limits on the number of incidents.
- 24-hour, 365-day extended coverage.
- Technical consulting covering installed systems.
- Proactive monitoring with automated notifications.
- Multilingual personnel.
- Updates and new software versions.
- Knowledge base and documentation.
- Web portal for verifying the status of case handling.
- 100% discount on operational re-training.
- Special workshop discounts.

Technical Support service exclusions.

Technical Support Services do not include Professional Services for implementation or Business Consulting, such as:

- Development or changes to applications or management formularies or data capture.
- Creation or modification of IVR applications.
- Systems integration.
- Campaign implementation or modification.
- Reinstallation of new software versions.
- Consulting.
- Training.

inConcert's Project Engineer Department provides a wide range of professional consulting and development services including those previously mentioned. Technical Support does not include maintenance of software or configuration of hardware not provided by inConcert.



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inConcert delivers full-IP, premise-based and hosted, cross-industry, all-included contact-center solutions, which help organizations to increase productivity, decrease operational costs, and earn customer loyalty. Each solution is customized using our proprietary contact-center software, specialized systems integration technology and professional services.

For more information, please visit www.inConcertCC.com