

NOETICA TECHNICAL SUPPORT POLICY

Synthesys

Version 4.4

VERSION CONTROL

Version	Author	Comments	Revision Date
3.1	Marcos Galinanes	Changed to New SLA's and Minimal Escalations	06/10/2014
3.2	Soe Htike	Internal Updates	17/03/2016
3.3	Neil Rushton	AutoTask Portal Usage	26/11/2016
4.0	Fahad Bashir	Updates\New Template	29/06/2018
4.1	Alistair White	Changed introduction	04/01/2019
4.2	Fahad Bashir	Changes made to first 4 sections	22/07/2020
4.3	N/A	N/A	N/A
4.4	Craig Butters	Updated template	06/12/2022

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SUMMARY

Your ongoing technical support is provided by Noetica's Technical Support Team.

The purpose of this document is to help you to understand how to make the most of the Noetica Technical Support Team, and details of our responsibilities and the SLAs by which we are bound.

If you have any questions, please contact Noetica and ask to speak to either our Technical Support Manager or Director of Client Services.

NOETICA TECHNICAL SUPPORT OPENING TIMES

The operational hours of the Noetica Service Desk are from **09:00 to 17:00 GMT/DST Monday to Friday** (Excluding UK public holidays). Any support tickets that are raised into Technical Support outside of our opening hours will be processed during the next business day.

- *Noetica operate a separate 24-hour (365 days a year) support service for Severity A incidents only (please refer to the SLA section). Please note that the purpose of this service is to provide support for Severity A issues only whilst outside of our usual support teams opening hours.

A Severity-A issue is defined as a Synthesys platform outage that stops agents from using the application due to a software malfunction. If a call being logged using this service does not fall into the Synthesys Severity A downtime category and we see that the service is misused then a charge may be applied.

Where your business manages or outsources the underlying infrastructure key checks should be managed to ensure the outage situation is not related to a failure within the server and network systems.

***Subject to contract – please contact Noetica Technical Support for more information.**

- Any issues outside of this should be logged as a ticket into the Noetica AutoTask portal or reported by phone during the usual support hours of 9am to 5pm GMT/DST.

HOW TO CONTACT NOETICA TECHNICAL SUPPORT

To log a ticket of any severity with the Noetica Technical Support you must use our client portal. If you are experiencing a 'Contact Centre down' Severity A fault then the logged ticket is to be followed up by a phone call into our service desk.

Our client portal is accessible through the 'Customer Support' button on the homepage of the Noetica website (www.noetica.com) or you can browse directly to the link below:

<https://ww4.autotask.net/clientportal/Login.aspx?ci=801794> - we recommend that this link is saved to your browser favourites.

The Technical Support number for your region is listed in the table below;

Region	Telephone Number	Support Type	Availability
UK Standard Hours	+44 (0) 344 5564 700	Normal Support incl. Severity A.	9am – 5pm Mon - Friday
UK Out of Hours Service	Subject to contract.	Severity A faults only.	Outside of standard hours, including weekends & public holidays.

When calling in, please ensure that the caller has a clear description of the issue. Depending on the time of day it is likely that our operator will take detail from you and then one of our engineers will call you back following your initial call. The caller will be asked to state your company name and provide a telephone number to be called back into.

When logging a ticket, it is important that a clear description of the problem is provided. Within the portal you will be asked to include details of your system, some of these can be selected from the drop downs available.

- Check your contact details are displayed with a telephone number.
- Description of the issue.
- If you can replicate the problem, please describe the steps that you took.
- Any error messages that are displayed.
- Please provide screenshots where possible of the problem area or specific errors.

Other items that are specific to your system also need to be included:

- Server / Web Server/ Workstation Affected.
- Date and Time of the issue.
- Details surrounding inbound functionality Campaign / Strategy / DDI.
- Details surrounding outbound functionality Outbound Campaign / Group / List.
- Details surrounding a Specific Report or Wallboard.
- Supporting information including Agent Name / Extension / CRM / Customer ID.

Please note attachments are added once the initial ticket is submitted through the portal or by replying to the ticket from 'Noetica Technical Support' that will be received into your inbox.

TECHNICAL SUPPORT RESPONSE TIMES

Noetica Technical Support aims to record every request and provide you with a case reference number and a suggested severity level within 45 minutes from the ticket being logged within the portal during office hours.

Noetica will provide direct assistance to any Severity A or Severity B issue that is raised into the Service Desk.

TECHNICAL SUPPORT RESPONSIBILITIES

Noetica provides clients with a technical support line that provides resources within our second, third and fourth level teams for Synthesys software related queries or suspected issues. Noetica will act according to its standard contractual SLA providing a workaround or a solution to the client problem within a period determined by the severity of the problem.

The responsibilities of the Technical Support service are limited to correctly reported events relating to suspected faults whereby Synthesys is deemed not to be operating in a way compatible with Noetica's User Manuals or other documentation such as that pertaining to approved interfaces to third party systems such as telephony, web services, databases, etc.

It is not the contracted responsibility of the Service Desk to provide support to external services, these may include (but not limited to) unless included within your Synthesys agreement:

- Operating System Administration, troubleshooting, configuration and/or Maintenance.
- SQL Administration, maintenance, or optimization activities (DBA).
- Scripted App development.
- Aid on the usage of software to create a solution.
- Investigation management with 3rd Party solutions.
- Integrated Services.
- Telco Services.
- Email Connections (SMTP).
- Provide support for any third-party software or hardware malfunctions.
- Provide or perform system backups or backup System restore.

Clients are responsible to provide a first line level of support to ensure that a standard level of investigation has been carried out in line with Noetica's System Maintenance Plans requirements, FAQs, and User Manuals.

Standard Level Checks Include:

- Monitoring and verifying that Synthesys servers are operative:
 - Checking servers are online and accessible.
 - Synthesys Core Services and Synthesys Windows Services are running.
 - Hard disk space is available.
 - Communications to the Synthesys servers is available via the network.
 - Server Performance is not restricted by third party applications (CPU, memory, disk queue and network)
 - The minimum system requirements for Synthesys are met in full

- Monitoring and verifying that MS SQL Server is operational:
 - SQL server is operational and accessible.
 - SQL Server Service and SQL Agent Service is running.
 - SQL is accepting connections on its allocated ports from Synthesys Application Server.
 - SQL authentication is enabled for the 'Synthesys' user account.
 - SQL Server Performance is not restricted by third party applications (CPU, memory, disk queue and network).
 - Minimum SQL server requirements for Synthesys to operate are met in full.

- Monitoring and verifying that Integration/Telephony/Reporting Servers are operational:
 - Servers are operational and accessible.
 - Reporting Services are running.
 - Call Manager Services are running.
 - 3rd Party Telephony CTI services are running (i.e., TSAPI for Avaya \ MiTAI for Mitel).
 - Any SIP connectivity checked with supplier prior to raising the fault with Noetica.

- General server health is established as detailed in the above sections.

TECHNICAL SUPPORT SLA (SERVICE LEVEL AGREEMENT)

Fault Severity	Description	Response times
<p>Severity A</p>	<p>The product is completely inoperable or cannot complete normal daily processing, i.e., the entire system is down.</p> <p>OR</p> <p>Performance (throughput or response) of the product is substantially degraded under reasonable loads, such that there is a severe impact on its use.</p> <p>OR</p> <p>The product is usable but materially incomplete, mainline functions or commands are inoperable or incomplete.</p> <p>Issue MUST be reported by using Noetica's ticketing portal and raised on the phone to +44 (0) 344 556 4700</p>	<p>In any event of a Severity A fault work will commence on the resolution within 45 minutes of the fault being reported.</p> <p>Noetica will provide a response by telephone as soon as possible and a qualified member of Noetica's staff will begin to diagnose a Severity A fault as soon as reasonably possible. An email will be sent with the confirmation of the Severity.</p> <p>Noetica will continue to provide its best efforts to resolve a Severity A fault within 24 hours of the fault being reported.</p> <p>The resolution will be delivered to the Licensee as a work-around or as an emergency software fix. If an effective work-around is delivered, the classification of the severity will drop to a Severity B fault.</p> <p>It is the licensee's responsibility to consult the Noetica FAQs and perform all 1st line troubleshooting as described in the relevant Noetica documents prior to reporting a fault. Response time countdown WILL NOT COMMENCE until these steps have been demonstrably completed by the licensee.</p> <p>In the event of any delays being caused by the Licensee in providing remote access to the affected platform(s) or in supplying essential requested information regarding the fault, then any such delays will be deducted from the total time taken to resolve the fault for the purposes of reporting adherence to service levels as specified herein.</p>

Fault Severity	Description	Response times
Severity B	<p>The product had been previously affected by a major outage (Severity A), possibly caused by a software fault. Workaround has been provided or service has been restored but issue is likely to re-occur or has re-occurred since workaround or service recovery has been in place.</p> <p>OR</p> <p>Moderate loss of application functionality or performance resulting in multiple users impacted in their normal functions.</p> <p>Issue MUST be reported by using Noetica's ticketing portal and raised on the phone to +44 (0) 344 556 4700</p>	<p>In any event of a Severity B work will commence on the investigation within 24 hours of the fault being reported.</p> <p>Noetica will provide a response by telephone as soon as possible and a qualified member of staff will begin to diagnose to correct a Severity B fault as soon as reasonably possible. A confirmation email will be sent with the confirmation of the Severity.</p> <p>Noetica will continue to provide its best efforts to resolve a Severity B fault within 7 working days of the fault being reported.</p> <p>Unless the Severity B was previously a Severity A fault the resolution will be delivered to the Licensee as a work-around or as an emergency software fix. If an effective work-around is delivered, the classification of the severity will drop to Severity C fault.</p> <p>It is the licensee's responsibility to consult the Noetica FAQs and perform all 1st line troubleshooting as described in the relevant Noetica documents prior to reporting a fault. Response time countdown WILL NOT COMMENCE until these steps have been demonstrably completed by the licensee.</p> <p>In the event of any delays being caused by the Licensee in providing remote access to the affected platform(s) or in supplying essential requested information regarding the fault, then any such delays will be deducted from the total time taken to resolve the fault for the purposes of reporting adherence to service levels as specified herein.</p>

Fault Severity	Description	Response times
Severity C	<p>The product is usable, but there is a functional deficiency which does not fall within Severity A or Severity B.</p> <p>OR</p> <p>The product is usable to ALL users, the core functionality of the product is operating normally yet a specific function is not working correctly but is usable.</p> <p>OR</p> <p>General Questions and/or requests for technical information.</p> <p>Issue MUST be reported by using Noetica's ticketing portal.</p>	<p>Noetica will provide its reasonable endeavours to resolve or provide a reasonable workaround for a Severity C fault within 30 days of the fault being reported. In the event of a workaround Noetica will seek to provide a permanent solution in the next product upgrade.</p> <p>It is the licensee's responsibility to consult the Noetica FAQs and perform all 1st line troubleshooting as described in the relevant Noetica documents prior to reporting a fault. Response time countdown WILL NOT COMMENCE until these steps have been demonstrably completed by the licensee.</p> <p>In the event of any delays being caused by the Licensee in providing remote access to the affected platform(s) or in supplying essential requested information regarding the fault, then any such delays will be deducted from the total time taken to resolve the fault for the purposes of reporting adherence to service levels as specified herein.</p>

Fault Severity	Description	Response times
Severity D	<p>The use of the product is affected in some way due to a minor deficiency with minimal operational impact.</p> <p>Issue MUST be reported by using Noetica's ticketing portal.</p>	Noetica will use its reasonable endeavours to resolve Severity D faults in a future product upgrade.

The response and resolution times set out in the above table are based upon Working Hours unless specified otherwise.

For these purposes a fault may be considered resolved when the parties have agreed that it has been resolved (such agreement not to be unreasonably withheld or delayed).

The following terms apply generally:

1. The response and resolution times set out in the above table are based upon Noetica's technical support working hours unless specified otherwise. For these purposes a fault may be considered resolved when both parties have agreed that it has been resolved or the reported fault/error is not occurring anymore and working operational status can be resumed. Cases will be closed when both parties have agreed that the fault has been resolved (such agreement not to be unreasonably withheld or delayed).
2. Noetica's understanding of a fault can be considered resolved when Noetica's tests confirm that the fault reported has been corrected and is no longer present. Noetica will endeavour to confirm with the licensee that the issue is indeed resolved. In those cases where the licensee will not provide a response and/or feedback following three consecutive requests, the licensor will consider the fault resolved and the case will be closed.

NOETICA PROFESSIONAL SERVICES AND CONSULTANCY

Noetica's Technical Support Team is committed to providing the best customer service possible. The client portal as detailed within section 4 can be used to raise different types of requests. Requests that involve Professional Services or Consultancy will be passed on to our Client Services Department as the matter falls outside of the responsibility of the Technical Support Team. The suggested severity for this will be set to 'N/A'

Additional services from Noetica including training, bespoke software development, report writing or script building, are available on request and are charged at a daily rate or available through a Managed Service Agreement.

Examples of Professional Services provided by Noetica include:

- How to use and/or configure specific features of the Synthesys software.
- Provide direct advice on prices or costs related to Noetica products & services.
- Maintain or configure settings in the OS (Operating System) or SQL Server unless covered by a project scope of work on behalf of the client (or covered by a Managed Service Agreement).
- Provide SQL queries or correct client-defined non executing SQL queries.
- Correct issues related to server OS (Operating System), or SQL server related.
- Handle or provide information about feature requests.
- Aid with third party error messages or software.
- Synthesys System restore and re-configuration.
- Export / Import of Scripted Apps and/or CRM data.
- Assistance with reports not created or implemented by Noetica Professional Services.
- Support in the implementation, integration or usage of any third-party hardware or software.

All of the above services will be managed by our Client Services department within Noetica and are handled outside of SLA levels A through to D.

The table below will provide you further information on the responsibilities for the different departments.

Description	Department
Classification & Possible Diagnosis.	Technical Support
Synthesys software technical problem troubleshooting and identification.	Technical Support
Further investigations leading to a resolution provided via one of the Noetica standard services	Technical Support
Synthesys software problem to be fixed in the next software release.	Software Development
Third party hardware, software integration / problem workaround.	Client Services
Hardware or networking integration services.	Client Services
System configuration advice for Synthesys installations	Client Services
System, Scripted Apps, Reports, configuration troubleshooting services	Client Services
Synthesys system restore if available	Client Services
Synthesys system restore if not available	Client Services
Further investigations leading to a resolution that cannot be provided via one of the Noetica standard services.	Client Services
Creation or Implementation of reports and system exports	Client Services
Informal training on Synthesys usage	Client Services
Formal Synthesys training	Client Services
General Consultancy	Client Services
General Development / Feature Request	Software Development

NOTE:

- All project related work does not fall under any SLA covered in this document.
- Any UAT / Test or Development issues are not covered under any SLA in this document and only covered by the project time lines and scope of work of the project.