

Customer Support

dvsAnalytics' Customer Support protects you 24 X 7 X 365

dvsAnalytics' Customer Support offers a portfolio of options designed to maximize uptime and reduce your internal IT costs. Our Support organization is dedicated to resolving your issues quickly and effectively. We view every support engagement as an opportunity to demonstrate our commitment to customer satisfaction. You can count on us to help you receive the most from your dvsAnalytics technology investments.

Highlights

- Choose the level of support you require
- Rapid problem resolution
- Formalized escalation and communications procedures
- Well-trained and experienced support staff

SERVICE PLANS

dvsAnalytics provides a Warranty Period on hardware and software as set forth in the End User License Agreement (EULA). During the warranty period, you will be provided with the same service as those on our Platinum service plan. Following the expiration of the warranty, a system can be supported under a dvsAnalytics Customer Service Agreement (CSA). Currently, there are two plans, Platinum and Gold.

Platinum CSA – dvsAnalytics provides customer service 24 hours a day, 7 days a week. In addition to technical support, this service agreement provides you with an extended warranty on system hardware and software, and access to software updates. Platinum CSA includes next day hardware replacement and on-site hardware service.

Gold CSA – dvsAnalytics provides customer service 24 hours a day, 7 days a week. In addition to technical support, this service agreement provides you with an extended warranty on system software and access to software updates. Hardware warranty is not covered under this agreement.

If you have special requirements, let us know. We can customize your support agreement to meet your needs.

MULTI-VENDOR TROUBLESHOOTING

We know that dealing with a cross-vendor issue like a telephony problem can be very stressful if vendors take the attitude of "not my issue." That is not our approach — when you have an issue, we have an issue! We are committed to assisting with any issue that impacts your system. We will work with your IT organization and other vendors to help diagnose and resolve telephony, network, or other issues.

AUTOMATIC ESCALATION PROCEDURE

When you contact us, we create a trouble ticket and assign a severity level based on your input and type of service. There are four severity levels for customers with an active CSA:

- C1 — System is down or your organization is severely impacted by the issue.
- C2 — System is moderately impaired or your organization is measurably impacted by the issue.
- C3 — System has an issue but there is no measurable impact to your organization.
- C4 — Minor system issues or user questions.

For customers without a CSA, there are three severity levels:

- NC1 — System is down or your organization is severely impacted by the issue.
- NC2 — System is moderately impaired or your organization is measurably impacted by the issue.
- NC3 — All other issues or questions.

The support organization is divided into two groups: Front-line Support (FLS) and Advanced Technical Support (ATS). When a ticket is created, we set the response time based on the severity level. This means that we will have an FLS technician contact you as soon as he is available but no later than the response time.

Once the FLS technician is working your issue, an escalation time is set. If the FLS technician does not have a clear path to resolution by the end of the escalation time, the ticket is automatically escalated to a ATS technician. The ATS technician will assist with the ticket until a resolution plan is made. Occasionally, due to call volumes, a ticket may get assigned immediately to an ATS technician. If this is the case, the automatic escalation does not apply.

Severity Level	Response Time	Escalation Time
CSA Active (C1)	10 minutes	30 minutes
CSA Active (C2)	1 hour	2 hours
CSA Active (C3)	4 hours	As needed
CSA Active (C4)	24 hours	As needed
CSA Inactive (NC1)	15 minutes	45 minutes
CSA Inactive (NC2)	1.5 hours	3 hours
CSA Inactive (NC3)	24 hours	As needed

This automatic response and escalation procedure only applies to customers with an active CSA. For customers without a CSA, we will make best efforts to meet these timeframes, but CSA customers take precedence.

REMOTE DIAGNOSTICS

We are able to support your system remotely using the latest web-enabled remote access tools. Our technicians can access your system to investigate a problem or help answer a question by showing how a procedure is performed.

SOFTWARE ENHANCEMENTS

A dvsAnalytics CSA provides the opportunity for you to receive maintenance enhancements to the current system software version at no charge.

SUPPORT TICKET CREATION

To open a support ticket, call or e-mail dvsAnalytics customer support team.

Phone: **800.910.4564**

Email: Support@dvsAnalytics.com

You can also submit a support ticket from within dvsAnalytics' Customer Portal. To register for the portal, [click here](#).

dvsAnalytics uses a dedicated CRM application for trouble ticket management. Please keep in mind, you should always call into service for urgent issues. Submitting tickets via an email is for non-urgent issues.

CUSTOMER SATISFACTION ESCALATION

100% customer satisfaction is our mission. If you ever feel you are not getting the level of service you expect, please let us know.

Level 1 Escalation	Craig Smith, Director, Implementation & Support	480.538.7710 csmith@dvsAnalytics.com
Level 2 Escalation	Rita Dearing, COO	480.538.7701 rdearing@dvsAnalytics.com
Level 3 Escalation	Kathleen Kelly, CEO	480.538.7700 kathleen.kelly@dvsAnalytics.com

About dvsAnalytics

dvsAnalytics is a leading provider of agent productivity and analytics solutions for enterprises and contact centers. For more than 25 years organizations have relied on dvsAnalytics proven technology, innovative solutions, and quality services to develop their workforce, optimize the customer experience, and improve productivity.

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