



Enghouse
Interactive

Support Services

Service Level Agreement
(Western Europe)

Version 2.6

1 Introduction

Enghouse Interactive provide industry leading software solutions covering a wide range of customer interaction requirements. Our comprehensive software portfolio includes highly resilient cloud based or on premise multi-channel contact centres, high definition video conferencing and collaboration tools, call recording and quality monitoring, IVR, CTI integration, operator attendant consoles, voice activated directory's, outbound diallers and fully customisable CRM integrations. In addition to our extensive software portfolio, many of our products integrate seamlessly together ensuring an auditable, high quality customer experience across multiple platforms. This allows our global client base to deliver world-class, end-to-end customer interactions using proven and cutting edge technologies.

Whether your Enghouse implementation is small or large, single node or a global "follow the sun" multi-site, multi-channel contact centre, we recognise the absolute necessity for reliable, efficient and functional solutions enabling non-interrupted support of your business operations.

Customer Support

Enghouse Interactive prides itself on offering a high quality customer experience. We recognise that the effective support of your chosen solution is instrumental in order to maximise system efficiencies and in the event of a failure, minimise the impact on your business. We understand that every request for support and assistance is important and for these reasons we provide a number of ways you can contact us. Full details are provided in the 'How to Contact Customer Support' section of this document.

Professional Services

The Enghouse Interactive Professional Services group offer implementation services from solution design, through application development, to onsite deployment of custom integrations and cutover and Go Live support.

Our extensive team of professionals successfully implement a large number of customer solutions and upgrades of existing deployments every year. We recognise that whilst you will have a clear understanding of your operation, the business need and objectives for your project, you may not have the level of experience needed for the effective deployment of such an environment. In this regard, Enghouse Interactive can offer cost effective Solutions Architects and Technical Consultants to offer you the best possible guidance and advice, ultimately helping you make the best informed decisions during the design and implementation phases.

Training & Education Services

In order to ensure you maximise your investment in Enghouse, we strongly recommend a commitment in the training and accreditation of your people who will be using and managing the day-to-day operation of your chosen solution. We offer a wide range of training and education packages, so please ask your account manager for further details on how we can help.

3 Support Services

3.1 Service Scope

A valid maintenance contract entitles customers to receive support services from the Enghouse Support team. Enghouse shall provide break/fix Support Services for the Enghouse software solution.

Software Product Use: Enghouse will answer questions and address problems raised by customers and partners regarding the use of the Enghouse software.

Problem Determination: Enghouse will assist in determining, resolving and fixing the cause of problems encountered by customers using the software.

Please Note: Enghouse accredited customers and partners are expected to provide evidence of problem investigation undertaken prior to contacting Enghouse support. See [section 6](#) for further details.

3.2 Business Hours

Office Business Hours: 8:00am – 6:00pm GMT (Monday – Friday)

3.3 Outside of Business Hours

Support outside of business hours is available 24/7 x 365 for customers who have purchased a Premium Support agreement. Note that 24/7 x 365 support is not available on all products.

3.4 Cloud Platform Maintenance

Scheduled maintenance times for cloud based solutions will always be advised in advance and periodically in order to maintain the platform environment. Scheduled maintenance windows (date, time, duration) will be communicated at least 30 calendar days in advance via email distribution to your nominated contacts.

3.5 Service Name Definitions

Standard Support

Standard Support (historically referred to as Bronze, Silver or Business Plus) provides access to support services between 8am – 6pm GMT.

Premium Support

Premium Support (historically referred to as Gold, Platinum or Total) provides access to support services 24/7 x 365 days a year. Note that 24/7 support is not available on all products. The benefits of Premium support for products not covered by 24/7 can be provided upon request.

Managed Services

Enghouse Interactive also offer fully managed hosted services. Please see the '[Managed Services](#)' section from within this document for further information.

3.6 Self-Help Services

Enghouse Interactive provide a self-help Knowledgebase function available on the EMEA Support Portal and can be access via the following link: <https://mysupport.enghouse.com>

4 Managed Services

Enghouse do offer full managed service options for various products with pricing available on request. These include but are not limited to:

Support Services

Enghouse Support ensures the mean time to resolution on service impacting events is greatly reduced. This service is delivered 24x7x365 using professionally certified individuals with robust, efficient procedures in place to ensure the highest level of service. Our Service Desk recognises the importance of resolving issues as quickly as possible. We will work with you to ensure you have the right level of skills, people, technology and tools.

Monitoring and Alerting

The Monitoring and Alerting Service ensures that infrastructure and application events are detected and alerted on in real time.

Backup and Restore

Provide a secure, reliable managed backup solution supporting your business continuity requirements. This Service will ensure that critical configurations are safely and securely managed.

Vulnerability and Patching

Actively reduces the risk of loss of service due to bugs and security vulnerabilities. All vulnerabilities, software notifications and alerts relevant to your infrastructure will be captured and reported on as required.

Service Reporting & Reviews

Enghouse consider this a key part of our managed services offering. This service provides transparent reporting across all key elements of our provided services including: Monthly or quarterly reports on SLA performance, trend analysis, executive reporting and major incident reporting with root cause analysis.

Change Request Fulfilment

Ensures that all operational change requests are resolved within agreed service levels. This service is delivered during standard office hours by either on-site engineers or remote operational support.

Residency/Dedicated Services

Provide on-site or remote dedicated engineer resource to conduct proactive maintenance tasks, monitoring of Enghouse components and (if required) the surrounding technologies in order to maximise uptime. These resources can be tailored to meet the business needs.

5 Service Level Definitions and Responsibilities

Level 1 – Filter Issues

Responsibility: **Partner or Customer** (System Administrator or IT Personnel)

Definition:

- Filter and review issues reported by end users
- Route them to Level 2 providing sufficient and relevant technical information, to include:
 - End User contact details – Name and Number
 - Product version
 - Detail of the fault
 - Date and time of event(s)
 - Number of users affected
 - Operating System detail
 - Make use of the Enghouse Fault Reporting Sheet (FRS)
 - Screen shots or other relevant detail as required
 - Details of any recent environmental adds / moves / changes
- Facilitate and/or provide remote access details for effective Level 2 support in line with [Section 10](#)
- Multiple issues raised by an end user must be prioritised and reported as individual tickets to L2 support

Level 2 – Support

Responsibility: **Accredited Partner/Customer or Enghouse Interactive** (An Enghouse Certified Technician)

Definition:

- Accept initial requests for assistance from the Customer (i.e. trained administrator)
- Log and track the issue
- Provide telephone, email and web support for Customers
- Provide resolutions on first contact wherever possible
- Provide answers to simple 'how-to' questions delivering prompt assistance and advice
- Provide fault triage services and run diagnostics as appropriate
- Investigate product configuration issues
- Collect log files, Screenshots and failing examples pertinent to the reported fault
- Reproduce and troubleshoot issues to uncover the specific functional problem, to include core product, surrounding technologies and 3rd party applications as appropriate
- Test and implement workarounds as required.
- Implement software hot fixes and/or patches
- Facilitate, host and attend any L3 remote access requirements
- Provide a comprehensive Fault Report Sheet if escalating to L3 Support

Level 3 - Support

Responsibility: **Enghouse Interactive**

Definition:

- Receive and manage escalated issues from Level 2 Support
- Log the issue into an incident management system and agree with the customer the issue severity according to the defined severity classifications
- Provide triage services for complex configuration issues
- Isolate errors to component or code level of the application/product as appropriate
- Develop and test workarounds
- Support and manage escalations to Level 4 (Engineering)
- Test level 4 fixes as required

Level 4 - Engineering

Responsibility: **Enghouse Interactive**

Definition:

- Provide expert services supporting Level 3
- Provide patch fixes
- Provide partial release software cycles
- Provide full release software cycles to include fixes and enhancements

6 Service Level Response and Restoration Times

Please use the table below to help categorise the issue before contacting support:

Priority	Description
P1 (Critical)	Total system failure. There is a critical impact on normal business operations without an acceptable workaround.
P2 (High)	The operation of the system is severely degraded, or major components of the service are not operational and work cannot reasonably continue resulting in serious business impact.
P3 (Medium)	Non-critical issues. Certain non-essential features of the Service are impaired while most major components of the system remain functional.
P4 (Low)	Errors that are non-disabling or cosmetic and have little or no impact on the normal operation of the system. Questions about product configuration, operation, or functionality.

	P1	P2	P3	P4
Reporting Method	Phone	Phone	Online / Email / Phone	Online / Email / Phone
Service Level Target (Response)	30 minutes	1 hour	1 Day	2 Days
Enghouse Cloud - Service Level Target (Restoration)	4 hours	8 hours	N/A	N/A
Progress Updates	2 hours	4 hours	N/A	N/A
Enghouse Cloud (Platform Availability)	99.95%			
Service Level Target	95%			

- 'Response' is defined as the maximum elapsed time before an Enghouse technical resource connects to the customer, measured in business hours.
- 'Restoration' is defined by Enghouse providing either a resolution, workaround or restoration action plan within the target time.
- If the priority level is not mutually agreed when the fault is reported to Enghouse, the ticket will default to priority 3. Enghouse reserves the right to reclassify the priority level at any time.

P1 Response Description / Summary

Must be reported by phone only - a Customer Support Engineer will respond to a call within thirty (30) minutes of a problem being reported. The assigned Customer Support Engineer will investigate the problem reported and if required, status updates will be provided every two (2) hours until such time that a workaround or fix is in place. If a workaround or fix is not available within four (4) hours, the reported problem will be escalated to the EMEA Management Team who will drive resources as necessary and contribute to the status updates as required.

Examples of Priority 1 case:

- A production server has failed and resulted in complete system failure and loss of service.
- All users cannot access the production servers resulting in complete loss of service
- Performance of the Enghouse software solution is degraded to an unusable level
- Service is severely degraded and normal business operations cannot reasonably continue

Examples of cases that are not classified as Priority 1:

- The solution is operational following a one-time outage; root cause analysis required
- Partial failure - A single console failure from a multiple console solution
- Professional Services requests, installations, upgrades and any Move / Add / Changes.

Please Note: The business impact determines the priority and this will be mutually agreed upon when the issue is reported to Enghouse Support.

P2 Response Summary

Must be reported by phone only - a Customer Support Engineer will respond to a call within one (1) hour of a problem being reported. The assigned Customer Support Engineer will investigate the problem reported and if required, status updates will be provided every four (4) hours until such time that a workaround or fix is in place. If a workaround or fix is not available within eight (8) hours, the reported problem will be escalated to the EMEA Management Team who will drive resources as necessary and contribute to the status updates as required.

Examples of Priority 2 case:

- The functionality of the software is adversely affected, but can be circumvented.
- Certain functions within the software are disabled, but the software remains operable
- Important tasks cannot be performed, but the error does not impair essential operations

Escalation Summary

Enghouse Interactive Level 3 Support will escalate into Engineering as applicable. Where relevant a parallel escalation into the EMEA Management Team will take place. If the problem is classified as Critical (P1) or of High Severity (P2), then the EMEA Management Team will work with engineering to ensure the required resources are applied. All other issues reported to Engineering are reviewed weekly, where issues are prioritised by business impact. Enghouse Interactive will provide the Customer with a committed resolution time as soon as the solution has been identified.

8 Procedure for Out-of-scope cases

It is the responsibility of the Support Engineer to ascertain whether an incident is out of the scope of the standard Support Service.

Please Note: Any moves/adds/changes performed by a non-accredited or unauthorised engineer will invalidate any current support contract with Enghouse. Non compliance will result in a professional services engagement and standard associated costs would apply.

Examples of technical items considered out of scope, usually associated with the environment and surrounding technologies (non-exhaustive list):

- Network / Firewall / Load-Balancer / Switch & Router
- Mail Server
- Database
- Operating System
- Active Directory
- Anti-Virus
- Storage or any archiving of data
- Data cleansing

Example of scenario's considered out of scope:

- Faults resulting from customer implemented changes, moves or upgrades using their own or third party Professional Services resource.
- New installations undertaken by the customer or reseller without prior consultation with Enghouse Support and/or Professional Services engagement.
- Software patching out of hours. Enghouse will endeavour to assist accredited/authorised engineers with software patching between core support hours (8am – 6pm GMT). Any assistance from Enghouse with software patching outside of these hours will be reviewed on a case-by-case basis and may result in an ad-hoc support charge.
- Testing or implementing workarounds of existing issues out of hours. Any assistance from Enghouse outside of core support hours will be reviewed on a case-by-case basis and may result in an ad-hoc support charge.

Please Note: Enghouse do offer professional services to cover end-to end implementations, changes, moves and upgrades. We also provide a partial service to allow customers to benefit from expert consultancy to support customer or third party resource.

In instances where it is agreed between the partner (or customer) and Enhouse that the issue is not related to or caused by the Enhouse software, the Engineer will consult with the Head of Customer Support and one of the following options will apply:

Involve the relevant customer (or partner) IT resource: this resource will then be responsible to coordinate his own team to resolve the problem without further input from Enhouse; the incident will be closed by Enhouse and categorized as a non-product issue.

Offering of Enhouse System Expertise: in this case the Head of Customer Support will pass the case on to the Professional Services Department. An estimation of the time and effort required to complete the task will then be provided. Enhouse will engage subject to receipt of a purchase order.

Offering of immediate support for failed partner implementations:

Enhouse Support will attempt to provide limited assistance to any accredited partner that experiences installation problems whilst the engineer is onsite. This will be subject to review by Enhouse Support Management and engineer resource availability at the time of the reported problem. If the problem is deemed to be a non-product related issue or requires continued use of an Enhouse engineer's time to further assist or troubleshoot alongside the accredited partner, this will be passed to Professional Services for further progression.

9 Service Delivery Reviews

Service Reporting & Key Performance Indicators

Here at Enghouse Interactive, the Customer Services Team see every relationship as extremely important, and our aim is to invest in those relationships as much as possible. We are constantly reviewing and looking into ways in which to improve the level of Customer Service, Professional Services and Support we deliver. Our aspiration is to be recognised by all of our customers worldwide as a service delivery business working at the highest of standards.

In order to help us achieve this we propose that regular Service Reviews are held, with the ambition of laying down strong foundations for building the relationship further. These meetings can be held at your premises or at the Enghouse HQ in Reading. We are also happy to organise and provide remote meeting capabilities using our industry leading high definition video conferencing platform (Vidyo). The frequency of the meetings will be defined upon a mutually agreeable schedule that best suits the needs of your business.

The main purpose of these meetings will be to:

- Share and present the service review report:
 - A breakdown of support interactions since the last review – by Product / End User Company / ticket severity / SLA adherence / Engineer
 - Issue Analysis - Highlight and review any ticket trends or business impact
 - Enghouse Training & Accreditation Summary
 - Operations Summary
 - Commercial Summary
 - Maintenance & Renewals Summary
 - Customer Success Feedback
 - Actions Review
- Share views on your own experiences and/or your customers feedback with regards to the Professional Services & Technical Support Service you receive from ourselves
- Start looking into ways in which we can, as a collective, improve the overall experience of our customers

10 Remote Access

It is imperative for customers to provide remote access to solutions in order to guarantee service performance and SLA management. The customer is exclusively responsible for this access and Enhouse Interactive will support the specification and installation to ensure fast and efficient access.

Enhouse do provide a web-based remote access option for ad-hoc support. Any alternatives used for Enhouse support to remotely access the solution remains the responsibility of the customer.

Our solutions consultants are available to offer recommendations and advice as required. Issues regarding lack of remote access support may include but are not limited to:

- Extended Partner/End User help will be required in obtaining more information on the fault reported
- Greater reliance on customer technical resources
- Resolution timescale becomes fully dependent upon Partner/End User availability
- Partner/End User will be expected to provide a greater degree of system interaction, with Partner/End User following instructions from Enhouse Interactive technical staff
- Onsite engineering resource may be considered chargeable.

11 System Back-ups

The backups of software, data and configuration is the sole responsibility of the Partner or End User and Enhouse Interactive shall not be liable or responsible for any loss of data.

12 Resiliency

In order to mitigate risk and downtime Enhouse offer a range of high-availability and resiliency options per product. Please contact technical support or your account manager to discuss further options.

13 Legacy Software

Enhouse will only support legacy software for major software versions (latest minus one -1).

Please Note:

- There may be some exceptions depending on specific product end of life policies.
- Enhouse reserve the right to charge a premium for the provision of legacy software support.
- Support services may be restricted to 2nd and 3rd line only

14 Software Assurance

Software Assurance Programme

The Software Assurance Programme provides free of charge minor and major software upgrades.

Minor upgrades include the addition of some new minor features, software enhancements, bug fixes and updates to incorporate third party integration capabilities.

Major upgrades include the addition of new major features and functionality.

Software Assurance Eligibility

When continuity of support (since purchasing the software) has been maintained and there has been no break in the paid support service, then the customer or partner is entitled to participate in the Software Assurance Programme and receive free of charge minor and major software updates.

A certified engineer will be required to carry out professional services to install the upgrade and such services, if provided by Enghouse, will be chargeable unless otherwise agreed within your support maintenance package.

Chargeable Upgrades

Where there is no Software Assurance eligibility, upgrades will be chargeable and must be performed by an Enghouse certified engineer. The solution must have an active support maintenance contract in order for any works to be undertaken by Enghouse.

If you are not eligible for Software Assurance and have an upgrade requirement, please contact your Account Manager or the Service Management team.

14.1 Software Update Notifications

Software Release Updates

Enghouse can provide proactive email notifications of new software releases or patch updates. This service is only available for selected products within the Enghouse portfolio.

15 Professional Services

If you require a quotation for a Professional Services engagement then please contact your account manager.

15.1 Installation Services

Enghouse provide professional services from initial discovery/workshop sessions, through carefully managed installations, testing support and go-live cover. This may be on-site or remote depending upon the requirement.

We also offer weekend support for installations, go-lives, power downs & upgrades.

15.2 Project Management

Working within the Prince 2™ framework, we provide full cycle Project management from our pre-sales handover through to acceptance testing and support handover.

15.3 Mentoring, QA & Support

In order to help our partners gain experience in our products, develop further skills and improve their design and deployment methods, we offer Technical Mentorship and Quality Assurance services. Technical Mentorship can be to help newly qualified engineers gain confidence on installations, or help show them new modules, versions or hints and tips to improve deployment. We can also run post installation audits to verify partner installations at any stage of the project, either remotely or on-site.

15.4 Unaccredited or unauthorised Professional Services resource

Enghouse strongly recommends that work on any of our products/systems should only be performed by formally 'Product Authorised Partners'. Licenses and Support can only be provided directly to Product Authorised partners who have met all the requirements of the Partner Programme including having the requisite number of certified engineers.

The use of unauthorised contractors is not recommended or endorsed by Enghouse UK. This helps to protect the quality of our installations across our channel base, which in turn helps us to support and react to your customer needs predictably and within SLA. Enghouse does not use any service partners for work on any of its products in the UK.

If you are unsure whether your resources are authorised or certified, please contact us directly before engaging.

16 Training

Scheduled

We have a full range of installation and support courses for all of our products running on a 6 week schedule from our Reading (UK) Training Centre.

Bespoke

In addition to our scheduled courses, Enghouse run bespoke courses for support or installation teams at customer or channel sites. These courses are run in training rooms or customer labs in order to refresh delegates or up-skill them on new modules and latest versions.

Additional Learning

Product specific update courses to cement or refresh knowledge on specific modules or product areas, and specific troubleshooting/log gathering/fault investigation sessions are also available on demand.

End User Training

We offer end user training services on all of our products. These are typically run for up to four delegates but can be run for larger groups depending upon the product type. Train the trainer sessions are also available.