

OIT Voice Service Level Agreement

Title:

EPIC ACD Service

Effective Date:11-17-06

Service Provider:

OIT Voice Services

Client:University of Utah Departments

Purpose and Objectives:

The purpose of this Service Level Agreement is to ensure clear understandings and agreements between OIT and ACD users. This Service Level Agreement will help to ensure that OIT takes all the steps to provide excellent service and support.

Service Description:

The OIT department is committed to providing the EPIC ACD contact center solution system. The service deliverables are calls in and out of the system, agent full functionality including phones and contact center desktop application, full supervisory functionality, real time and monthly reporting options. OIT's goal is to deliver the service with minimal or no-down time. The service is delivered through various relevant components.

OIT responsibilities

- Telephone Set Hardware: If customer is located on or off campus, and the telephone set is not functioning properly, OIT will dispatch a technician to replace telephone set.
- Coral IPX Telephone Switch: OIT will dispatch a technician and troubleshoot and resolve problem.
- Coral CLA card: OIT will dispatch a technician. If the CLA card fails, the local support vendor, Americom Technology has a spare for replacement.
- EPIC/ACD server: In the event the server crashes, OIT has a spare server for replacement. OIT has 24/7 service repair calls with Dell and next day hardware replacement.
- Physical link between the Coral CLA card and the EPIC ACD: If the link fails, OIT will dispatch a technician to replace the existing cable.
- EPIC ACD contact center desktop application: OIT will dispatch a technician to fix the contact center desktop application. Depending on the nature of the problem, OIT may need to involve the LAN manager responsible for the PC in order to fix the application.
- Customer network (may or may not be under OIT's control): If the network is not under OIT control, OIT will contact appropriate Help Desk to report trouble ticket and retain ownership of problem until resolved.
- The Network Switch/s from the EPIC to the PC via IP connections (may or may not be under OIT's control): If the network switch/s is not under OIT control, OIT will contact appropriate Help Desk to report trouble ticket and retain ownership of problem until resolved.
- IP/network Connection (may or may not be under OIT's control): If the IP/network connection is not under OIT control, OIT will contact appropriate Help Desk to report trouble ticket and retain ownership of problem until resolved.
- Physical Link (may or may not be under OIT's control): If the Physical link is not under OIT control, OIT will contact appropriate Help Desk to report trouble ticket and retain ownership of problem until resolved.

Customer responsibilities

- Desktop computer and all other desktop applications excluding the contact center application.

Ultimately the customer is responsible for their network, network switch/s, IP/network connection and all physical links that are under direct customer control. However, as stated above OIT will retain ownership of problem and work with customer and or customer's support service teams to resolve issues.

Service Hours:

The Coral Epic ACD service support is available 24/7, 365 days out of the year except during scheduled outages. In addition to OIT support, we also have support from the local vendor Americom Technology that is available 24/7, 365 days out of year. Other factors that will be excluded from the network availability calculations are:

- Components failure due to negligence or deliberate misconduct by customer
- Physical Link, customer network, network switch and IP network connection failures (any link that is not under OIT's control)
- Downtime due to power outages

If the application is out of service and it is an emergency, we will respond in 15 minutes. Within 15 minutes, OIT will start the trouble shooting process to determine the nature of the problem and contact appropriate internal or external entity representative to resolve the issue. Depending upon the nature of the problem along with where the customer is located will be the basis for time required to resolve the issue.

Change Management Procedures: Planned outages for maintenance will require two working days. Planned and scheduled outages will be factored out of the availability calculations. Scheduled downtimes will be kept to a minimum

to ensure minimal impact to our customers. Monthly maintenance and any patches to be applied will be performed every third week of the month after hours between 7:00pm and 6:00am. Critical patches will be performed immediately. Customer will be notified prior to any software upgrades being loaded in a timely fashion.

Service Desk Support:

During business hours: From 7 a.m. to 10 p.m., Monday through Friday, Saturday 9:00 a.m. to 6:00 p.m., contact the Campus Service Desk at **581-4000**.

After hours support: Monday through Friday 10:00 p.m. to 7:00 a.m., after 6:00 p.m. on Saturday, and all day Sunday please contact the Service Desk at **581-4000** and leave a voicemail providing your name, a phone number where you can be reached and a brief description of the problem. The system automatically pages the Help Desk Tech Support person who is on-call. The Tech Support on-call person screens the message and contacts the caller within 15 minutes to let him or her know that the request has been received and to get more information if necessary. A page will be sent out to the on-call Voice Systems Team member.

Service Desk Service Level Agreement Metrics:

- a) Answer Rate: 90% of calls answered within 60 seconds.
- b) Abandoned Rate: percentage of abandoned calls at <=6%.
- c) Satisfaction Survey: 90% satisfied or better from the customer satisfaction surveys.

Incident and Problem Management:

When an incident is reported, the Service Desk classifies the severity levels as follows:

Case Priority	Time Frame	Criteria	Completion Timeframe/Escalation
Urgent	Response time 15 minutes to customer by support personnel	Whole EPIC ACD system down or - 25% or greater of agents cannot access the voice system	- Should respond within 15 minutes. -Should be completed within 4 hours, 90% of the time
High	Response time 15 minutes to customer by support personnel	Agent Desktop computers are down but still receiving phone calls	- Should be completed within one business day, 90% of the time
Medium	Response time within 2 hours to customer by support personnel	-1 user cannot access the voice system	- Should be completed next business day, 90% of the time.
Low	Response time one business day to customer by support personnel	-Scheduled move, add or change -Non Critical repair	- Should be completed within 2-5 business days, 90% of the time
After Hours	15 minute response time to customer	-Urgent or high criteria	- On site within 2 hours, completed by 6 hours

* Note - If the system needs to be re-booted, this will be performed during the least disruptive time frame. Timing for the re-boot will be dependent upon all system users.

Escalation Procedures:

If the problem is not resolved within the defined time, please contact the Campus Service Desk at 581-4000 to escalate.

Incident Customer Follow up:

A follow up call will be made by OIT staff to update customer to the status throughout the event ensuring that service has been restored to customer satisfaction.

**** APPROVALS ****

Client:

Date:

Service Provider:

Date: