Support Guide

uContact net2phone | Training.

uContact

www.net2phone.com/ccaas

net2phone

Introduction.

We are not an isolated system

uContact depends on several external elements in order to work properly which must be taken into account:

- Telephony Provider / Carrier
- Local Network
- Agent's team
- Headsets
- Server/s (on premise)
- Internet connection(cloud)

These elements are the client's responsibility and if one of them does not work properly it will impact in uContact performance.

We are not an isolated system

Telephony Provider / Carrier

- Prefix
- 10.000-20.000 (RTPC)
- 5060 UDP
- Channels
- Signal
- Latency

Local Network

- Check network slowness
- Directly affects voice in calls
- Cable is recommended

Agent's team

- Windows 7 onwards
- Ubuntu / macOS
- Access to uContact server
- Recommended browser: Google Chrome (last version)
- Output by the following ports:
- 443, 8089 y 3478 (verify there is not firewall blocking).

Server/s (on premise)

- Internet access
- Network intermittent
- Electric
- Space in disk
- CPU

Agent – First line support

01

Restart browser and delete cache.

02

Check you have the latest version of the browser.

03

Verify the headphones and the microphone are working correctly.

04

Verify the problem is happening to another agent.

05

Check security considerations for the agent.

Telephony- First line support

01

Registered phone

02

Assigned campaign

03

Phone status

04

Error locution

05

Web RTC network limiter

Support resources

Documentation

Videos

Tutorials

If you want to talk with an agent - There is a webchat: www.integraccs.com

By sending an email: support@integraccs.com

Once your request is submitted, the system will send you an email reception confirmation that includes a ticket number.

You can call in an emergency:

+1 305 7042135

+598 27105470

+57 60 1 5801518

+506 40014352

+525 541703554

It is also possible to look for information using our knowledge-base system.

Resources

What you should report in an incident?

When creating a case, you should be as descriptive as possible, detailing the tests that have been made and the specific problem, trying to limit the problem to find the error as soon as possible.

Example:

- The agent XXXX is not able to make calls.
- When making a call, the phone appears to be out of service (for all calls)
- The agent XXXX is the only one presenting the problem.
- An example of call is the one made the 30-01-2018 at 17:54 hs. To the phone 12345678
- The phone was made from the campaign Sales->

Support portal - Priority when reporting an issue

Low

When the incident does not affect significantly the functionality of the system.

Medium

When the incident affects the support system's operations which can continue operating, although with a significant loss in productivity and service level.

High

When a significant part of the system is not working properly or is not working at all, severely impacting in the development of the business activities.

Response times - Technical support incidents attention

Low severity

Response:
within 24 business hours following the incident report

Medium severity

Response:
within 5 business hours following the incident report

High severity

Response:
within 2 business hours following the incident report

Response times

Inquiries

Technical consults about installed systems.
Response within 24 business hours.

Re-installation infrastructure

Support for re-installation and/or changes in the client's infrastructure (change the servers, relocation of equipment, LAN network).

Response requires previous coordination with 48 hours anticipation.

Update

Product updates (service pack) remotely.

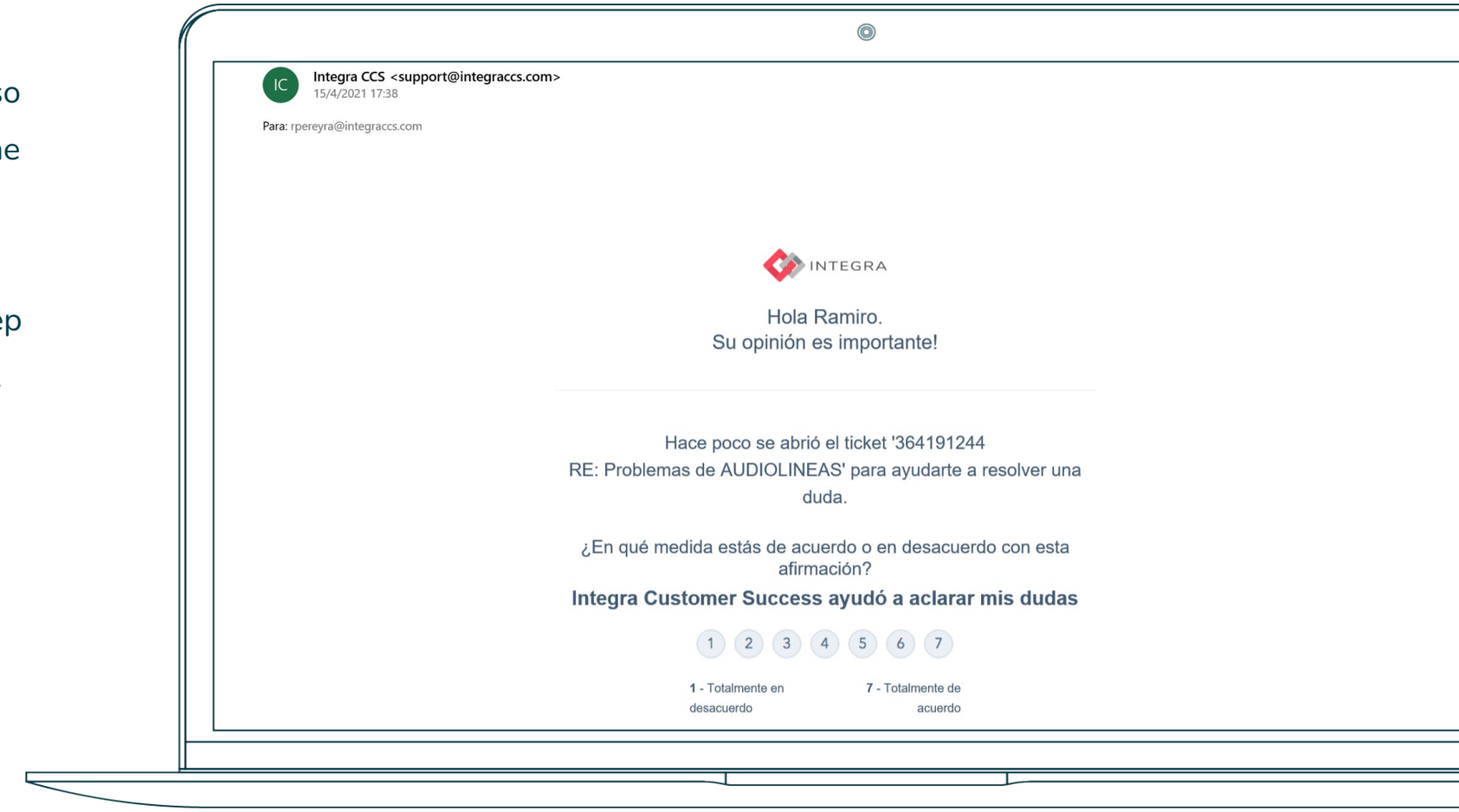
Response: requires previous coordination with 48 hours anticipation

Issue tracking feedback

When our support team replies, you will receive an email notifying you.

Once the incident is solved, you will also receive an email asking for you to value the service provided.

This is really important for us to keep improving our service and growing together.



Thanks!

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