PURECONNECT PARTNER TECHNICAL SUPPORT HANDBOOK

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Purpose of the Technical Support Handbook

The Technical Support Handbook sets out the expectations between the Partners and Genesys PureConnect Support It is intended to acquaint new Partners with support policies, and serve as a guide on how Partners and Technical Support will work together. This document contains information such as the Technical Support problem escalation processes, problem classification data, and contact information.

One of the goals of this document is to define the criteria that our Partners can use to build their expectations in terms of the support that they will receive from the PureConnect Technical Support group. Setting these expectations is one of the first steps toward successfully supporting a customer. If expectations are not established and agreed upon by both parties, there will be disappointment on either the partners or the Genesys PureConnect Technical Support group side.

General Information on Technical Support

Mission Statement for Partner Support

To provide our Partners with world class support of the Genesys PureConnect solution by providing the information, tools, assistance, and mentoring necessary to enable their success with our indirect customers.

Technical Support Philosophy

Technical Support is dedicated to enabling our Partners to succeed. We are here to assist you so that you can successfully implement and support customer sites on an ongoing basis.

Our common goal is to create satisfied, referenceable customers. As a team, Technical Support and the Partners should take into account the long term satisfaction of a customer account. Together, we can ensure the prevention of potential problems and the quick resolution of those problems we cannot prevent. We can continue to mutually grow our revenue by deploying the most exciting communications solution available in the market today.

Technical Support Service Levels
Prod Down

Definition: Severe impact with loss of core functionality.

The service level for code red issues is:
- Average hold time < 5 minutes, 24/7.
- Average outage duration from time of contact with Technical Support is less than 30 minutes for software related incidents.
- Average root cause analysis determined in less than 7 business days from the time all necessary troubleshooting information is provided.
- Average fix or work-around available 7 days after determination of root cause.

High Priority

Definition: High impact on the application. The Customer is able to run the system, but the issue being reported severely impacts the overall "usability" of the system.

The service level for high severity issues is:
- Average hold time < 10 minutes during business hours.
- Average root cause analysis determined in less than 9 business days from the time all necessary troubleshooting information is provided.
- Fix or work-around available in a future SU.

Medium Priority

Definition: Moderate impact on the system. The reported problem impedes the use of nonessential functions in the system.

The service level for medium severity issues are:
- Average hold time < 10 minutes during business hours.
- Average root cause analysis determined in less than 12 business days from the time all necessary troubleshooting information is provided.
- Fix or work-around available in a future SU.

Low Priority

Definition: Low impact on the system. The reported problem has limited impact on nonessential functions, is a cosmetic-related problem, or documentation error.

The service level for low severity issues are:
- Average hold time < 10 minutes during business hours.
- Average root cause analysis determined in less than 15 business days from the time all necessary troubleshooting information is provided.
- Fix or work-around available in a future SU.

Hours of Operation

PureConnect Support is available 24 hours a day, 7 days a week, for all support inquires and case priorities. We'll be there when you need us, regardless of case priority. This is done by leveraging our global follow-the-sun presence to provide support to you.

Follow-the-sun presence means you may not always receive support from someone in your geographic region, however it does mean you'll reach the best skilled engineer to address your case.

Please note that our support services for Latin America, Brazil, and Japan will continue to follow established normal business hours to leverage local language expertise.

Please see the following page: https://www.genesys.com/inin/about/security for the latest on how we operate securely across our worldwide locations.

Contacting Technical Support

We always prefer that non-issues are reported via web. For these, you will receive a call back from one of our skilled engineers. Please keep in mind that we will be fielding live phone calls first. For urgent issues, we recommend calling in through our IVR to reach a skilled engineer.

For global IVR phone numbers and a link to our online issue tracking system, please see our Contact page at https://genesyspartner.force.com/customercare/CustomerCareContactUs. Please note that you will always need your PIN code. This PIN code can be obtained by logging into our online issue tracking system, https://genesyspartner.force.com/customercare/. You can then navigate to Manage Profile -> My Profile.

If you do not have access to the online issue tracking system, you will need to e-mail support.customercare@genesys.com.

In the event of an after-hours emergency, please contact PureConnect Support via phone as usual. You should indicate in the IVR that this is an emergency.

We ask you not to e-mail or call an individual because, at any time an individual may be out of the office or away from their desk for an extended period of time. Please call in through your regional IVR and use the appropriate routing to be connected to an agent.

Contacting Technical Support Management

If you have a case that requires management assistance, please first ensure that a support case has been logged for use as a point of reference. In addition, be sure to indicate the priority/impact in the support case. We cannot address the escalation until it has been properly reported to our technical support team.

Please use the following as guiding criteria to consider prior to requesting escalation of an existing case. Note that if an escalation requires engagement of development, cloud operations, or a 3rd party, please understand that it may require additional time to resolve pending their analysis and findings.

- An escalation should not be requested due to a request for RCA unless we've had 5 business days for cloud deployments to complete analysis per our standard Service Level Targets for RCA delivery.
- Please do not escalate based on change in urgency/impact. Please request change of priority of case per the recommendation below.
    - If case needs to be changed to a high priority based on a greater need for urgency or broader impact, please call in the request to our care team.
- If a high priority case has not been updated in the last 24 hours and the case is actively causing significant business impact, an escalation can be requested.
- If a medium case has not been updated for 3 business days, it is eligible for escalation if required. If impact of the issue has changed to a higher priority, please contact our care team to request a change in priority based on urgency/impact
- Low priority cases are not eligible for escalation, if the impact of a low priority case changes, please request a change to medium through a work note in the case. If a change to high is required, please contact our care team by phone.

If you have a case that requires management assistance, please send an email to PureConnectCCManagementAttention@genesys.com with the following information:

Subject: Customer Name - Case No. - Description
Case No.:
Escalation Reason (Impact/Urgency):
Product:
Version Major/Patch:
Summary:
Critical dates/times such as go lives, follow up internal meetings
Expectations

My Support Portal

The My Support Portal is located at https://genesyspartner.force.com/customercare/. It contains the following sections:

Resource Center – The resource center section organizes official release information, documentation, system prerequisites, updates, and recommendations for each PureConnect product and their respective telephony platforms. Expect to find installation guides, software downloads, and supported configurations.

Licensing – Access license management information such as current licenses and download new ordered licenses.

Self Help – The Self Help section is maintained by Support and provides more in-depth architectural-focused troubleshooting information categorized by topic or component. Each section will provide architectural insight, common problems and solutions, what to collect for others problems, and how to troubleshoot those problems.

Cases – You will be able to view your open support cases, open MAC cases, search previous cases, search past ISupport cases, or open new cases via the web.

Knowledge – Knowledge base article search for support articles on break/fix scenarios, common solutions, product information, and many more topics

Contact Us – Not sure how to get in touch with us? This section provides all the information you need about our efficient Telephone IVR and each region's management contacts.

Search – Use this tool to search our knowledge base, product documentation, and all web site pages.

Working Incidents

Preparatory Work

Understand your customer and understand the problem. It's not easy to know what questions to ask or how to interpret given information--this skill comes with experience. Here are some examples of questions you should be prepared to answer before reporting your problem to PureConnect Support.

- What specifically is happening or is not happening?
- How do you feel the behavior should be different?
- Under what circumstances does the behavior manifest?
- Does it work some of the time, all of the time, or none of the time?
  - Does it work for many people but not everyone? Is it only malfunctioning for one person? Does it only happen when utilizing one gateway, workgroup, IC Server, or Media Server? If you swap equipment and users, what happens to the issue?
- Can we get a full account of all recent changes?
  - These changes can include any to the server hardware or software, the network, customizations, the carrier, the IT infrastructure (domain controller, DNS server, DHCP server, e-mail server, DB server, etc.).
- Was the system under excessive load at the time of the occurrence?
  - Ensure Performance Monitoring is always in place.

Case Tracking

Our online case tracking system is called Salesforce Service Cloud. It can be accessed from the My Support Portal at https://genesyspartner.force.com/customercare

Cases may be reported directly in My Support Portal or by calling into our IVR. Either way, a case will be opened to track the progress of the resolution. This progress and the progress of all other cases assigned to your engineers are available via the My Support Portal ->Cases -> View/Manage Cases.

Case Management and Resolution

An exchange of phone calls and worknotes will take place to accomplish the following:

1. Establish an understanding of the problem.
2. Determine what troubleshooting steps should be taken to narrow down the problem area.
3. Determine which logs or information should be gathered to find out why the system is behaving in a given way.
4. Establish the need for education, configuration change, enhancement request, bug report, fix, workaround, or other resolution if possible.

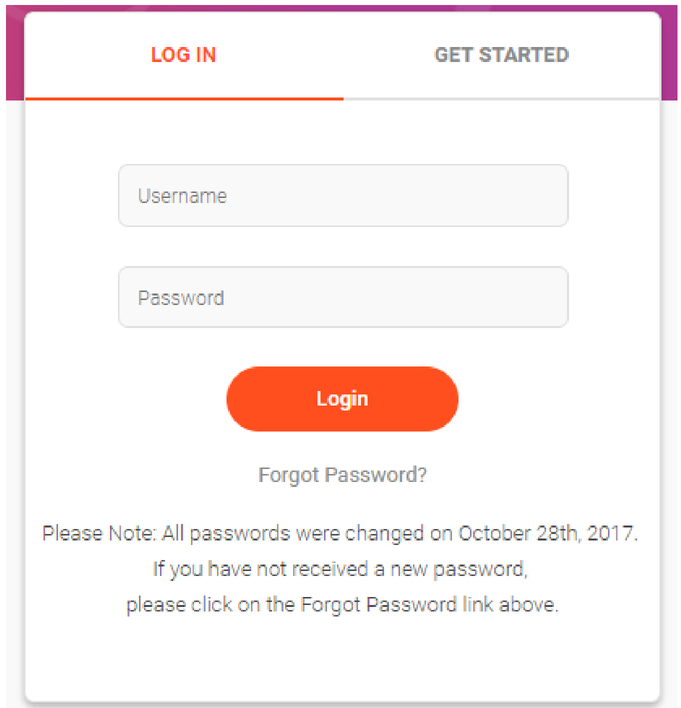
- Please note that unless otherwise agreed upon, it is the partner's responsibility to perform all information gathering, troubleshooting tests, log and configuration gathering, configuration changes, and to fix applications. If we are unable to make progress on the issue due to lack of contact or lack of cooperation, the case will (at least temporarily) be marked as "Resolved".

- Established defects or bugs will be reported to Development in the form of a Systems Change Request (SCR). The defect may or may not be fixed in a subsequent release. While Support is not in control of what gets fixed and when, we may push for an untested Engineering Special (ES) to be released in the event of severe system instability.
- Ideas for product enhancement should be submitted here: http://ideas.inin.com.

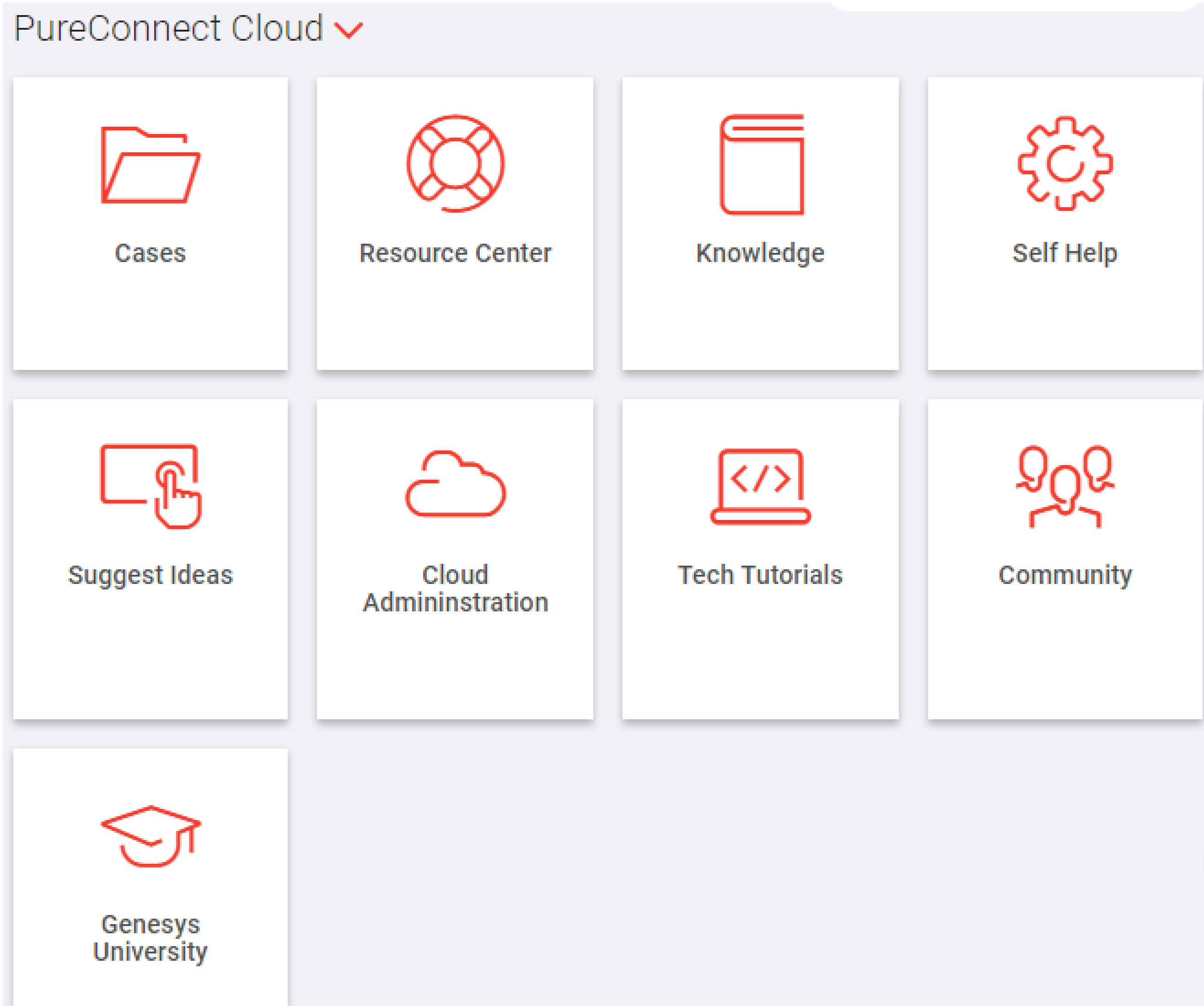
Opening a new web Case

Navigate to https://genesyspartner.force.com/customercare/

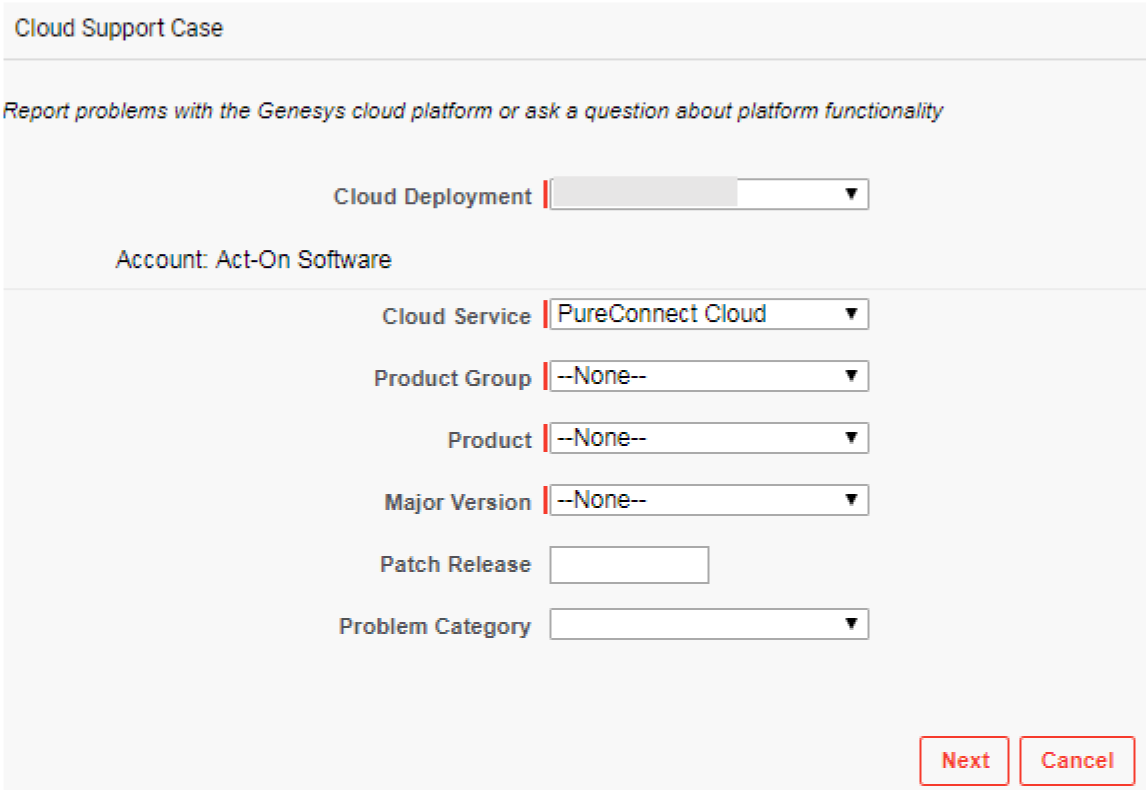
- Log on to the following screen using the credentials that have been emailed to you.



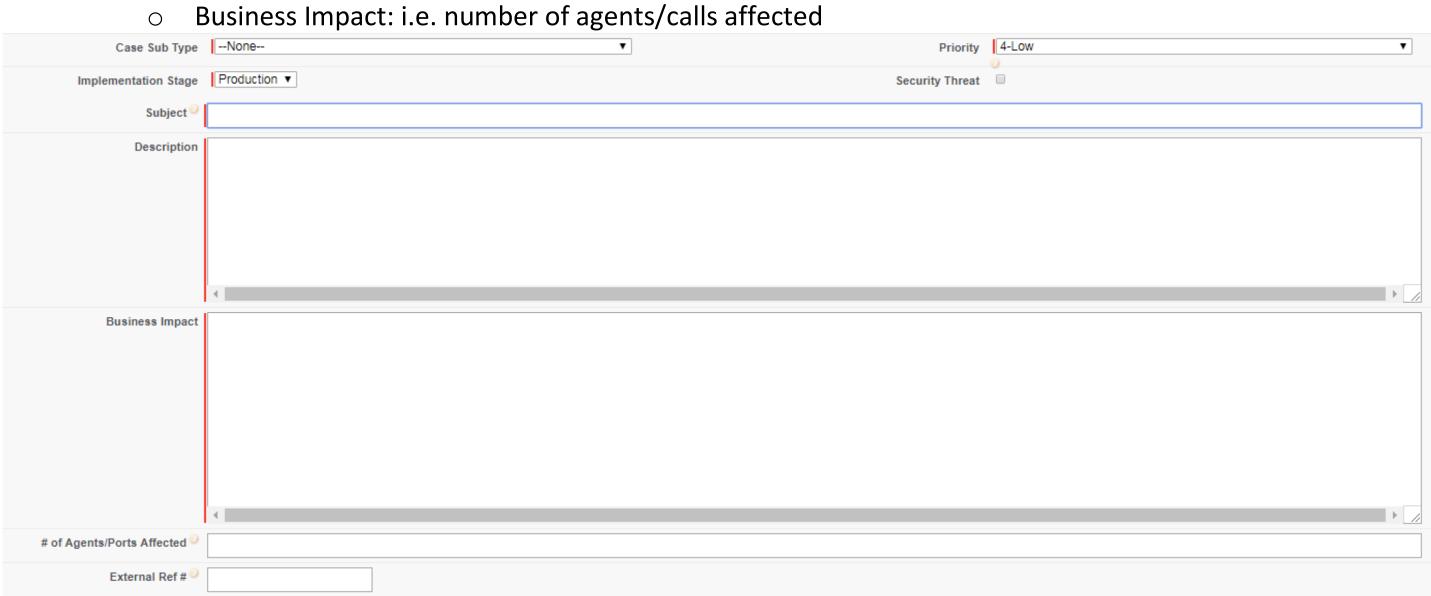
- Once logged in, you should see this screen



- To open a new incident, under ***Cases***, select the Open a Support Case or Open a Service Request for a MAC case
- Fill in the appropriate product group and product that the issue is in as well as major version

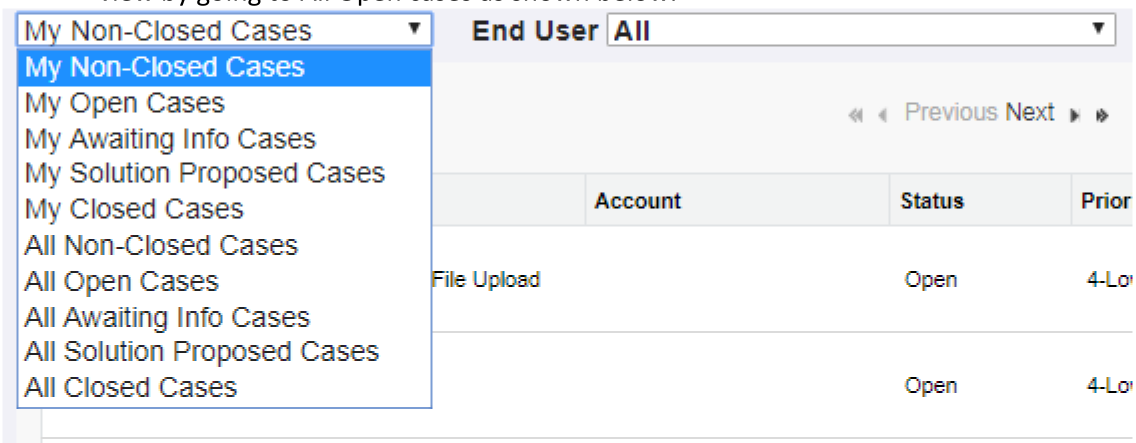


- Fill in the required information for the issue you are experiencing.
    - Case sub type: Problem or Inquiry
    - Environment Type: What environment the issue exists in (dev or prod)
    - Priority: Choose priority of case. Automatically defaults to low
    - Subject: Brief description of problem
    - Description of Issue: Be as descriptive as possible including if there were any recent changes
    - Business Impact: i.e. number of agents/calls affected



Viewing/Managing Cases

- Navigate to https://genesyspartner.force.com/customercare/
- Log on to the My Support Portal using the credentials that have been emailed to you.
- Navigate to Cases -> View/Manage Cases. Choose which case view you want to use.
    - Note: If you need the ability to see your colleagues' cases, please request permission to do so by opening an Admin case or emailing customercare@genesys.com. You can then view by going to All Open cases as shown below.



- From here you can choose the specific case you want to update/view
- Once in a case, you can choose to update, close, or upload files

Transfer Files to/from Case

Genesys provides a file transfer tool on My Support to allow customers to upload logs and other files that may be needed to help resolve Cases. Clicking the Transfer Files button within any non-closed Case launches the browser-based File Transfer Client, which provides the following features:

- Secured data transfer over HTTPS
- Sending multiple files concurrently
- File transfer resume capability
- Integrity validation
- No file size limit

Browser Settings and Other System Requirements

To use the built-in file transfer tool, the following settings must be in place:
The browser running the client must have cookies enabled.
The browser must allow pop-ups from the following servers for the Transfer Files functionality to work properly.
https://eftgateway-us.genesys.com
https://eftgateway-emea.genesys.com
https://eftgateway-apac.genesys.com

The following browser versions are currently supported:

- Internet Explorer v11 or later
- Chrome v44 or later
- Firefox v39 or later

- Safari v8 or later on Mac OS

Temporary FTP Accounts

A situation may arise when the file transfer tool on My Support cannot be used for a given transaction. To address this need, Genesys has established the Temporary FTP Account process.

For a given Case, you can ask Customer Care to create a temporary FTP account, and then use an SFTP client application of your choice to transfer the files. Potential SFTP clients for Windows users include WinSCP, FileZilla, CuteFTP, PSFTP, Core FTP, and Fire FTP. Potential SFTP clients for Mac OS users include FileZilla, ClassicFTP, Fire FTP, Secure FTP, and Cross FTP. Unix users can use the SFTP utilities built into the operating system.

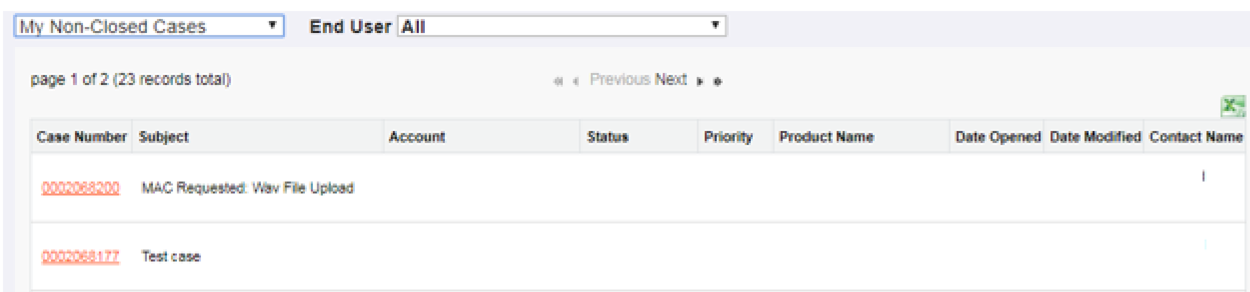
Once the temporary account is created, it will be associated with the given Case and remain active for the next 5 days (120 hours total). The login credentials along with the expiration date will be displayed in the Temporary FTP Account section of the Case details page while the temporary account is active.

Update an Open Case

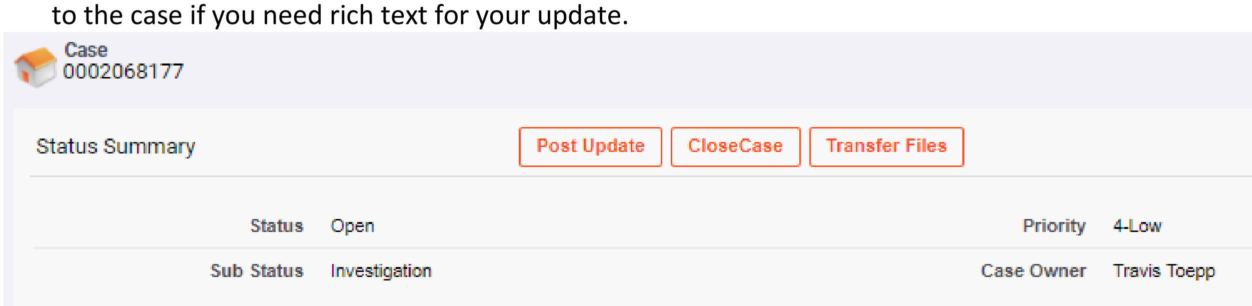
There are 2 ways to update a case: via My Support portal or via Email

Update via My Support Portal:

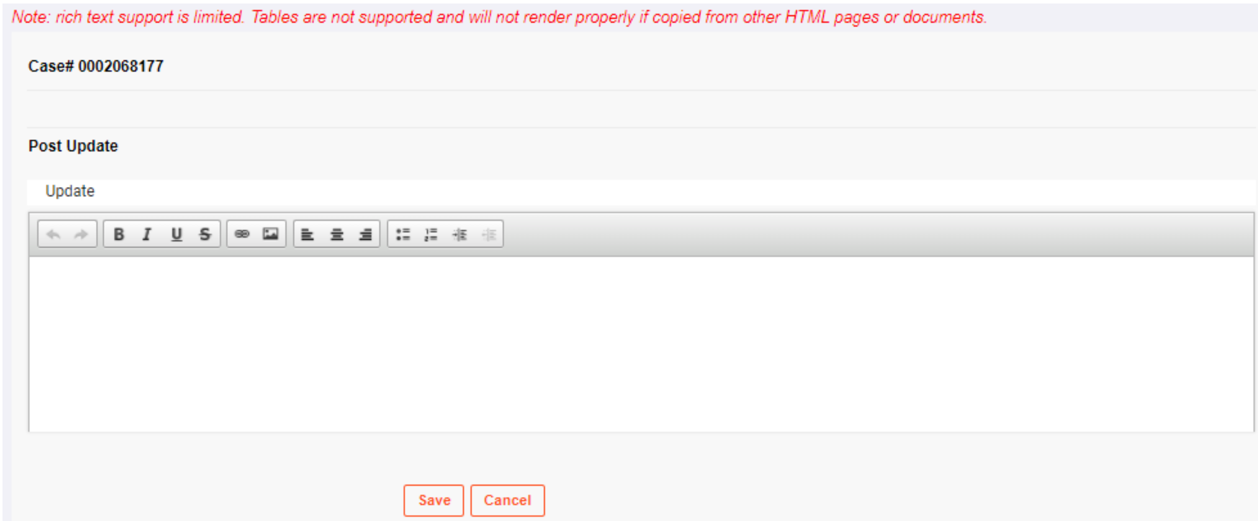
- Click the Case number you want to update



- Click 'Post Update' in the top bar
  - Note: The portal update does not support rich text. Please use the email response back to the case if you need rich text for your update.



- A separate window opens for you to add your update. Once finished, click Save at bottom of page



Update via Email

You can update an Open Case by Email if you reply to an Email originated from the Case by a Genesys Customer Care representative or to an automated Case notification. An Email originated from a Case includes a special Reference ID, which ties any reply back to the Case.
On the contrary, if you start a new Email and send it to Customer Care , it will not link to the Case automatically, even if you have specified a Case #. Such an Email will be processed by the Customer Care Admin team and may be manually linked to the Case specified, but automatic linkage will not occur unless the Email body contains the Reference ID.

NOTE: If the Case is in Awaiting Info or Solution Proposed status, and the Case contact replies to an Email originated from the Case, this will also change the Case Status to Open. In addition to this, will also see the Email updates in the Case Updates section of the Case.

Auto Follow-Up Process

The Automated Follow-up Service is designed to ensure timely and proactive follow-up with customers when we need information to advance a Case towards resolution. Automated Follow-ups will be sent to the Customer Contact on the Case according to the rules outlined below.

Auto Follow-Up #1: When Customer Care proposes a solution or requests information for an open Case, a follow-up timer is started for that Case. If there is no customer response within two (2) business days, an automated Email is sent to the customer contact who opened the Case, with a reminder of the customer action requested (provide information or accept/reject solution), and a link to access the Case.

Auto Follow-Up #2: If there is no customer response within five (5) business days after Customer Care proposes a solution or requests information for a Case, a second automated Email is sent to the customer contact who opened the Case. This email contains a reminder of the customer action requested (provide information or accept/reject solution), and a link to access the Case.

Auto Follow-Up #3: If there is no customer response within ten (10) business days after Customer Care proposes a solution or requests information for a Case, the Case is closed and a final auto follow-up Email is sent to the Customer Contact who opened the Case. All information in the Case will remain intact for one month (including any logs or attachments). The customer can reopen it only by a telephone call to Customer Care.

NOTE:

- This automated follow-up process applies to all Cases with Critical, High, Medium or Low priority.
- Automated follow-ups are not used for Critical - Production Down cases.
- The follow-up timer could start and stop several times for a given case. Some examples of requests that start the follow-up timer:
  - Send environment information
  - Describe what happened before application failure
  - Send product logs
  - Verify proposed solution

Closing Cases

You can close a Case through **My Support** using the following steps:

1. Login to **My Support** using the corporate email listed in your user profile.
2. Go to your dashboard, Select **Cases** and then **View and Manage Cases**.
3. Select the Case you want to close.
4. Click the Close Case button.
5. Select either Resolved or Cancelled as the Sub Status.
6. Enter your Closure Comment.
7. Select Close Case.

Genesys Customer Care will close a Case for the following reasons:

- The proposed solution or answer provided by Customer Care has been accepted by the Customer.
- The Customer requests closure/cancellation of the Case.
- Genesys has sent three automated follow-ups about the Case without a response from the Customer. For more information, see the Auto Follow-Up Process in the Managing Cases section.

All attached data in a closed Case (including any logs or other customer files) is purged from **My Support** one month after the case is closed.

If you reopen a Case more than 30 days after it was closed, you will need to resubmit the attached data since it is purged 30 days after the Case is closed.

Reopening Cases

A previously closed Case may be reopened if an issue has not been resolved or if a Case was closed by accident.

For the Case to be reopened, all new supporting information demonstrating that an issue has not been resolved should be supplied to Genesys Customer Care within ***30 days*** from Case closure. Without this information, the Case will not be reopened. The Customer can reopen a Case by:

- Login to **My Support**, go to your dashboard and select **View and Manage Cases** located behind the **Cases** , view My Closed Cases or All Closed Cases, then select the case and click "Request to Re-open" at the top.

Note: This function will only be available for Cases closed within 30 days from Case closure.

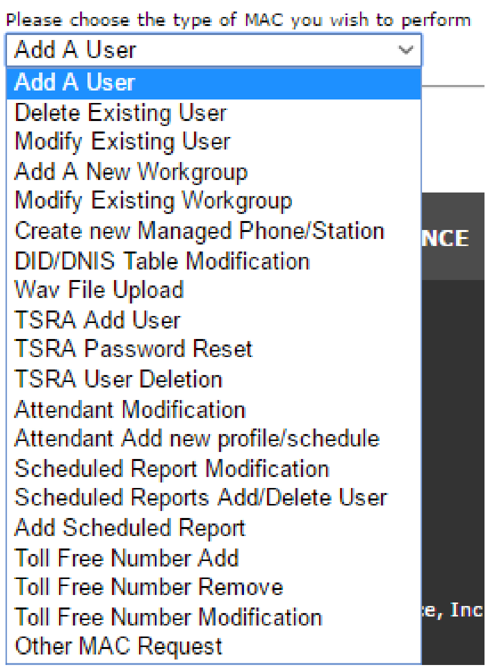
- Call Customer Care.

For Cases closed more than 30 days, contact Customer Care or create a new Case so supporting information can be supplied.

Types of Cases

Service Request Cases

These are for Move, Add, and Changes (MAC) cases. MACs are PureConnect system changes typically made to individual users only, but not in all cases. These are the most common types of changes made on customer systems. Below is a list of Move, Add, and Changes (MAC) that are covered for Cloud customers:



Support Cases

A trouble Case should be opened for any unexplained behavior of the PureConnect platform. Support Cases can be opened via the web portal and via the phone. For the timeliest results, it is recommended that cases be opened via the phone.

Admin Cases

These cases are used for problems or questions related to your My Support Portal account. These are usually access

Open an Admin Case for the following reasons:

- Obtaining support access to a particular service contract or Sold To/End User account combination
- My Support changes such as adding or removing a contact or updating an email address

- Requesting My Support access level changes
- Changes with your Genesys account
- Problems with your licenses
- My Support functionality issues
- Product does not show in drop-down list
- File upload/download issues when using "File Transfer" function
- Requesting Log File Retrieval Service

To submit an Admin Case:

1. Select **Open Admin Case** located after selecting **Manage Profile** from the header.
2. Populate each Mandatory Field with the required information.
3. Click Submit.

To check the status and manage your Admin Cases:

1. Select Manage Admin Case from the left-side menu

Case States and Statuses

A case will go through 3 states: Open, Solution Proposed, and Closed. Open is the initial state. We move cases from Open to Solution Proposed once a resolution/workaround is proposed. The case is then moved to closed one the issue is resolved or there is no further communication between the case contact and support. Cases can be closed from the web portal by the case contact or by a support engineer. Cases can only be reopened within 30 days of closure.

There are 4 statuses and many sub-statues available for cases. Here we break the most important ones down into simple explanations:

- Status: Open (Waiting on Genesys)
  - Sub-Statuses: New; Investigation; Customer Responded; Engineering Request; 3rd Party Pending
- Status: Awaiting Info (Waiting on information from the customer)
  - Sub-Statuses: Info required from the customer
- Status: Solution Proposed (Solution to problem has been provided. Waiting on customer)
  - Sub-Statuses: Fixed-Software Provided; Replied
- Status: Closed (Case is closed)
  - Sub-statuses: Resolved; Cancelled; Logged for Future Fix; Redirected; Customer requested to re-open

Emergency Support Calls

Definition of an Emergency Support Situation

Emergency Support is defined as:

- The primary IC server is not running, or is providing no dial tone.

- For sites with a switchover pair, any site running without the backup IC server for any reason other than scheduled maintenance.
- A site is unable to perform its core mission.
- Emergency support issues include the following examples, but are not limited to them:

  1. The customer is a Call Center whose business model is to make outbound calls. They are unable to make any outbound calls and there is no workaround. This would qualify as an emergency.
  2. The customer is an IVR only installation and the users are unable to maneuver around the IVR making it impossible to process call. This would qualify as an emergency.
  3. A site only processes emails and there is an inability to successfully queue any emails. This would qualify as an emergency.

What We Support

Products Supported

We provide support for Genesys products. PureConnect Technical Support offers support for 3rd party products (such as Audiocodes gateways or Polycom phones) if those products have been purchased directly from us. If the products have been purchased from another vendor, you will need to contact that vendor directly for support on those products. We will concurrently assist you and your vendor with isolating the issue with 3rd party products provided the issue appears to be related to Genesys software and provided you are actively working with the vendor to troubleshoot.

Product End of Life

For information regarding the end of life or end of support for PureConnect, see our policy online at https://my.inin.com/support/Pages/product-version-end-of-life.aspx.

Support of Customizations

Genesys PureConnect Technical Support does not provide support for customizations. These types of projects are handled by our Professional Services Organization and as such are billable.

On-Site Visits by Technical Support

In extraordinary situations, PureConnect Technical Support may deem it appropriate to send someone on-site to assist the partner and end customer in resolving problems. Typically this is done at the request of the partner and/or end customer. Site visits are the exception rather than the rule in the troubleshooting process, and take place only after the partner and PureConnect Technical Support have tried to resolve the problem via more traditional methods. On-site visits will only occur when a partner resource is also available to be on-site. Part of the purpose of on-site visits is to encourage a transfer of knowledge so that the partner organization is better equipped to handle these types of problems the next time they occur.

Site visits can only occur after PureConnect Technical Support has received the necessary information to troubleshoot remotely. These may include logs with matching call ids, or other necessary information specific to the configuration of the site that will assist in resolving the problem.

All site visits are billable. This will include all travel expenses as well as the daily rate for the engineer. Please note that the daily rate for PureConnect Technical Support on site visits is much more expensive than the rate of PureConnect Professional Services projects.

Partner Expectations

Partners Should Be Certified

Partners should have a valid PureConnect product certification(s). Product certifications are specific to the individual that has been certified, the function being performed, and to the product/version involved. The current course schedule is available via the corporate web site at: https://help.genesys.com/resource-center-cic.html.

Indirect Customers Must Be Current on Maintenance

Support to Partners for any products will be strictly limited to clients who are current in their maintenance agreements.

Partners Must Be Current on Maintenance

Partners calling in for support who are not current on maintenance will be transferred to Accounts Receivable for payment arrangements. If the partner has a dispute specific to a particular invoice, we will grant one grace period for receipt of payment during which support will be provided.

Partners Must Be Professional

Partners are expected to maintain professional behavior during any interactions with end customers or with Genesys employees. Technical Support reserves the right to refuse support to individuals for any of the following:

- Deliberately hanging up on Genesys Employees.
- Use of abusive, intimidating, or obscene language.
- Deliberate misrepresentation of the facts, whether to the end customer or to Genesys employees.

If Technical Support determines that a partner has conducted themselves in such a way that it may endanger a customer's long-term satisfaction with Genesys products, we reserve the right to inform the customer of the situation. This will be done only after discussion with the partner organization, the partner's Sales Representative, and the partner's Area Partner Manager.

Partner Must Perform Regular System Maintenance/Monitoring

Partners are expected to perform the following functions:

- Monitor system performance and communicate hardware needs with the customer.
- Ensure adequate hard drive space is available for regular function with increased tracing levels.
- Perform regular system/configuration backups utilizing either backup software, Interaction Migrator, or both.
- Monitor the Windows event Logs for anything which could be system impacting.

Partner Must Utilize Standardized Change Control

With the exception of changes to users or workgroups, all changes to PureConnect server applications and configurations should follow a change control procedure which includes the following:

1. Implement the change in a test environment.
2. Write up an implementation plan.
3. Write up a test plan.
4. Write up a backout plan.
5. Take a backup/export of the system and/or configuration.
6. Implement the change in the production environment utilizing the implementation plan.
7. Test utilizing the test plan.
8. Revert utilizing the backout plan if necessary.
9. Store a retrievable record of the events with the following information:
    a. Date/Time of change
    b. Engineer who performed change
    c. Short description
    d. Full summary
    e. Note "Successful" or "Reverted"

Partners Must Provide Level One Support

All partner organizations are contractually bound to provide the first level of support and are compensated for this activity. The following responsibilities are included:

1. Be the interface for all communication with the customer.
2. Establish and communicate a phone number where the customer may reach you for support both during and after business hours.
3. Staffing must be sufficient to handle the volume of customers and volume of support issues in a timely manner at all times.
4. Communicate the responsibilities the customer has as part of the support process.
5. Communicate the responsibilities the partner has as part of the support process.
6. Provide support for all hardware and software issues.
7. Attempt to reproduce all issues in a comparable test environment.
8. Keep the customer's system up-to-date with new fixes.
9. Migrate to new versions as they become available.
10. Continuously teach customers to administer their system or provide complete administration.
11. Work with network and carrier technicians to ensure a high level of service.
12. Ensure that third party software applications that interface with Genesys products are working and available.
13. Perform all troubleshooting tests requested by PureConnect Support.
14. Gather and deliver all logs and files requested by PureConnect Support.

The Partner is responsible for the successful implementation and ongoing support their end customer. Technical Support has no interest in undermining this relationship; however, there have been situations where our Support organization is contacted directly. In each instance, Technical Support will make every attempt to direct the customer back to the partner for support. If we cannot reach the partner, we will attempt to resolve the issue.

Please note that if an end customer contacts Technical Support directly, we may also notify your Area Partner Manager and/or Sales Representative.

Service Level Objectives for Level One Support

These are the minimal service levels that the partner must agree to for level one support:

- Severity 1 (System Down) has a guaranteed response time of 1 hour.
- Severity 2 (Severe Production Issue) has a guaranteed response time of 4 hours.
- Severity 3 (Modest Impact) and Severity 4 (System Inquiry) has a guaranteed response time of 24 hours.
- Guaranteed 1-hour response time for hardware issues with a 24 hour swap out guarantee for hardware failures.

Please be aware that if your end customer contacts Technical Support directly because they are unable to reach anyone in your organization, the cost of the interaction will be charged back to your organization.

New Implementation Requirements

Implementations Must Be VoIP-Ready

A pre-implementation network assessment must be successfully completed and validated, thus confirming the network is VoIP-ready.

QoS must be enabled and the network performance must conform to these parameters:

- Latency must be less than 150ms.
- Jitter should be less than 30ms.
- RTP traffic needs to be marked with the DSCP set as EF and should be processed as such in the priority queue.
- SIP traffic needs to be marked as it enters the network and should be marked with DSCP as CS3 and should be honored throughout the network path.
- No more than 1% loss in any RTP stream.
- Your network must meet the bandwidth requirements of the codecs used.

We reserve the right to withhold support for VoIP implementations until these items are completed. We also reserve the right to ask partners/customers for documentation of these items prior to providing support.

Please contact your Support Regional Manager if you have any questions.

Notify Support Before Cutover

We have provided a notification process to alert our after-hours engineers to the possibility of support activity during non-business hours resulting from scheduled pre-production system verification. Pre-production system verification includes:

- New installations
- Upgrades to an IC Server (including new versions and Service Updates)
- Integrating additional equipment or CO lines

Partners in the final stages of pre-production are asked to notify the Technical Support team at least 5 business days prior to the scheduled date. This allows the Systems Engineers on call to be prepared for anticipated after hour support activity. Any application changes, feature changes, or other system modifications should be created and tested in your development environment off the customer's premises. Calls for these types of changes will be accepted during normal business hours.

To notify Technical Support, submit the following checklist via e-mail to our Customer Care team at customercare@genesys.com

Scheduled Pre-Production Verification Checklist

Submit this our Customer Care team at customercare@genesys.com

Technician Name ____
Product Line (i.e. PureConnect) ____
Installation Date ____
Cut Over Date ____
Site Contact Info ____
Vendor Contact Information ____

Please confirm that the following items have been reviewed and verified:

- In-house wiring complete
- Network connectivity issues
- Network rights/privileges
- Email Server User configurations
- IC Installation, Implementation and Administration
- IC Handler testing/migration complete
- IC and 3rd party integrations involved (include switch equipment, channel banks, CSUs, etc.)
- Site Configuration – as much detail as possible (i.e. call flows) etc.

Please include the following information.

- Customer name and site
- CO line configuration
- List current products and versions Installed
- List planned products and versions to be Installed
- Network topology diagram (including telephony and data)
- UM platform

Signature ____