

Enghouse

ENGAGE

experience the journey 2017



Leveraging Support to Improve TCO

Bennie Grant – SVP, Services and Support

Customer Support is more than “Break/Fix” – learn how Enghouse Customer Support partners with you to proactively improve TCO while helping to reduce problems before they happen

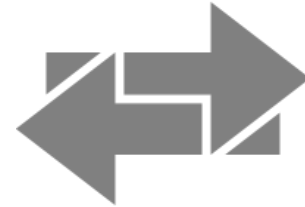
How does Customer Support impact TCO?

Its not "Call us when its broken"

Around 40% of tickets raised to Enhouse are "How do I" related items

Of the faults raised, ~75% of the P1/Urgent faults could have been avoided

Calling when its "broken" is the last reason we want to hear from you – we want to help you do more with your Enhouse technology!



Enhouse
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experience the journey 2017

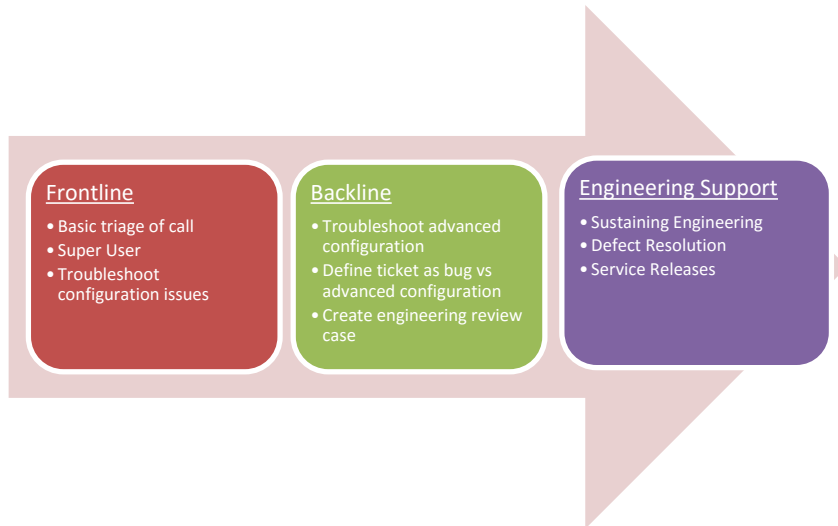


Support model

Frontline – focused on initial response and First Call Resolution

Backline – integration related items and engineering liaison for defect resolution

Engineering Support – defect resolution and sustaining



Support & TCO Consideration Factors

When thinking about TCO, consider

- Day to day administration
- User training – especially **onboarding new Agents/Supervisors**
- Customizations and integrations into backend systems
- Upgrades
- Future workflow changes/integration
- System/platform maintenance

User Adoption

Ease of adoption for
new users

System Administration

Simple configuration
and upgrades

Maintenance

Proactive maintenance to
reduce unplanned issues



How can we help?



MySupport Web Portal

Service Pack Notifications
KnowledgeBase
Online Ticket Management



Products with a TCO focus

Every release has a TCO component
Alerting
Installation/upgrade/supportability enhancements



Proactive Assistance

Alerting/Configuration guidance
Proactive planning – PBX upgrades, etc



End User Education

Online, Self paced training for new users
Build it into your onboarding plan!



MySupport Web Portal

<https://mysupport.enghouseinteractive.com>



Home Remote Access Knowledgebase Incident Management Education Employee Area

CC Incident Management

Welcome to the CC Incident Management area. You can always get here by choosing My CC Incidents from the Incident Management menu above. From this page you can manage your interactions with the customer support team.

It's our goal to provide you with the most useful and timely product information available. In the future we'll continue to add new features and functionality to this site. We hope you find it useful and appreciate any feedback. Please feel free to share comments by clicking on the Contact Us link on the bottom of this page.

Product Notifications (CC)

Would you like to receive an email notification whenever a CC product update is available? You can manage your notifications here. You can also unsubscribe at any time by clicking the 'Unsubscribe' link in all email notifications.

1. Choose Notifications from the menu.
2. Click **Save**.

CC Product Notifications

1 selected

Check all Uncheck all

CC Service Packs



Incidents - CC



Showing 11

▲ RQST
283178
282242
282216
281857
281684
281347
280988
280987
280982
280828

Online Tools at your fingertips

Service Pack Notifications – receive emails when new Service Pack is released

KnowledgeBase growing every day. Internal Enghouse Support philosophy of *"if its not a software defect, it's a KB article"*

Remote Access (via LogMeIn) initiated from MySupport

Open/Update/Review/Close Tickets online

Knowledge Base

<https://mysupport.enghouseinteractive.com>

Home Remote Access Knowledgebase Incident Management Education Employee Area

Customer Support Knowledgebase

Articles available for all products

Articles

Documentation & Downloads

Search: Advanced search

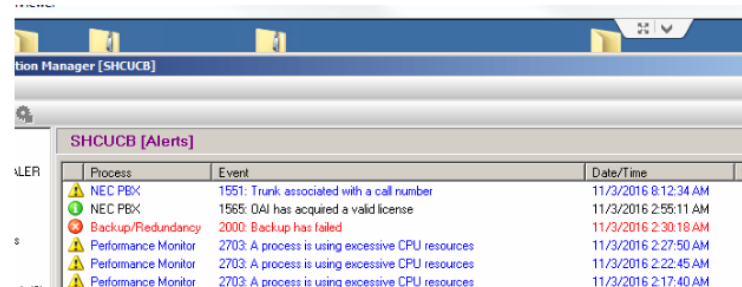
KB Home / Communications Center (CC) / Backup has failed

Backup has failed

Background:

Over time, databases grow and background processes like backups take longer to complete their backup processes. What commonly happens is that the timeout occurs before the backup process is completed, thus generating the error. See the steps below for instruction on increasing the timeout to allow more time for a backup to complete.

Issue:



The screenshot shows a system alert window titled 'SHCUCB [Alerts]'. It contains a table with columns for 'Process', 'Event', and 'Date/Time'. The table lists several alerts, including a critical error for 'Backup/Redundancy'.

Process	Event	Date/Time
NEC PBX	1551: Trunk associated with a call number	11/3/2016 8:12:34 AM
NEC PBX	1565: DAI has acquired a valid license	11/3/2016 2:55:11 AM
Backup/Redundancy	2000: Backup has failed	11/3/2016 2:30:18 AM
Performance Monitor	2703: A process is using excessive CPU resources	11/3/2016 2:27:50 AM
Performance Monitor	2703: A process is using excessive CPU resources	11/3/2016 2:22:45 AM
Performance Monitor	2703: A process is using excessive CPU resources	11/3/2016 2:17:40 AM



Every product release has a TCO Track

Quality Management Suite

Updated and enhanced installation process.

Support for additional web browsers (Internet Explorer, Firefox, Chrome).

Updated media format support to *opus* & *webm* (reducing storage needs).

Communications Portal

Enghouse Media Gateway support – cost effective option vs Dialogic HMP.

Improved script logging with long lines support.



Cont.

Contact Center: Enterprise

HealthStats Watchdog module – proactive, self healing and alerting engine.

Configuration Manager - Copy System Value Schedules and Workgroups.

Packaged scripts for PIL on CP plus sample code.

Communication Center

Prerequisite checker for SQL and Skype for Business Platforms.

New in v10.0 – pause alerts for planned maintenance (remove false positives).

WhitePaper on Skype for Business topology.

Proactive Assistance – Top 3 Recommendations

Courtesy of the Enghouse Support Team

Plan your Upgrades (PBX, Email System, CRM)

Enghouse products are backwards compatible as much as possible – especially with PBX's

Example: You're planning a PBX upgrade, and use an Enghouse contact center product

Check online, or call Support, to validate whether current Enghouse version supports new PBX

If not, plan to upgrade your Enghouse system first – your Enghouse version may well support both your current PBX and your planned new PBX version.

Benefits:

- Reduces your risk of unplanned integration problems
- Simplifies your upgrade path
- Aids easier user adoption of new version

Proactive Assistance – Top 3 Recommendations

Courtesy of the Enhouse Support Team

Don't overcomplicate your call routing unnecessarily

Sometimes, less is more – you can achieve the same caller experience with less “hops”

Example: Your AutoAttendant transfers to a queue each time you wish to play a new message

Instead, leverage the *nesting* feature of AutoAttendant/Messages

Benefits:

- Improves caller experience – not hearing the “transfer” between hops
- Simplified call routing ensures easier system management



Proactive Assistance – Top 3 Recommendations

Courtesy of the Enhouse Support Team

Alert, Alert, Alert!

Proactive notification of potential issues. Act in advance to squash small problems before they become larger ones

Alerts can be managed via:

- Enhouse Administration Consoles
- Traps sent to monitoring applications (i.e. in a NOC)

(Next slide for top alerts)

Most Common Alerts

Alert	Whats it for?	Why it helps
PBX Specific connectivity alert	Informs of connectivity status to the PBX	Indicates a potential issue in communicating with the PBX
Database Connectivity Alerts	Informs of a loss of connectivity to the database, and the caching of data	Identifies potential network connectivity or SQL server stability issues
Application has stopped & restarted	Advises that an individual process has experienced an issue and restarted	Indicates that something is “not right” in the system and requires investigation
Disk Space at or near capacity	Watches current hard drive utilization	Advance notice of hard drive filling up, gives you time to expand it before it reaches 100% and becomes an issue
VoicePort Utilization	VoicePorts are used to play messages to callers Notifies when all VoicePorts are busy, and the system needs another one to play a message	If this alert appears frequently, identifies the need to increase the number of ports, or review call routing to reduce messaging Especially useful when planning for an influx of calls (i.e. marketing campaign)
License expiring in Days/Weeks	Provides status of licensed applications	Advises of impending expiration of specific license/quantity
Insufficient licenses	Provides status of licensed applications	Highlights the potential need for additional licenses (commonly Agents)



Alerts often show the system has ‘recovered’ however is indicative of an underlying problem

End User Online Training

<https://enghouse.litmos.com/>

The screenshot displays the Enhouse Interactive Litmos training dashboard. At the top left is the Enhouse Interactive logo. The dashboard is divided into several sections:

- Statistics:** 22 TO DO (with a graduation cap icon), 0 OVERDUE (with a clock icon), 3 COMPLETED (with a trophy icon), and 0 RADGES EARNED (with a starburst icon).
- Course Progress:** Tabs for IN PROGRESS, PAST DUE, and NOT STARTED. Below these are course cards for 'TouchPoint 2016 R2' with sub-items like '*Agent TouchPoint Multimedia (Ver 9.3)', '*Agent TouchPoint (Ver 7.1 - 9.0)', '*Agent TouchPoint Multimedia (Ver 7.1 - 9.0)', and '*Supervisor (9.1+)'. A right arrow indicates more courses.
- LEADERBOARD:** Lists Christian Anderson (1133) and Jason Galeener (1134) with profile pictures and a 'view all' link.
- NEWS:** A section titled 'NEWS' with a 'CALENDAR' tab. A news item states: 'The new Communications Center 2016 R2 is coming out later this month (April 2016.) The enhancements to TouchPoint are awesome! TouchPoint can now handle our Unified Communications offerings, the user interface has been updated so that call delivery is simplified, and even more statistical/metric information can be found at your fingertips. Updates to our training materials will follow soon after release.'
- RECENT ACHIEVEMENTS:** A section titled 'RECENT ACHIEVEMENTS' showing a 'TEST - R2' achievement with a trophy icon.

End User Agent Training for CC and CCE

Setup a **Team Leader** for your organization

The **Team Leader** can assign courses to your Agents, and track course completion

Also includes QMS modules

Included in your Software Assurance at no additional charge

~45% of Enhouse Engage attendees are not enrolled in Litmos



The Future of Enghouse Customer Support

Single phone number, standard experience

Secure File Transfer system – migration from FTP

New Smart Web Support Portal

Intelligent ticket opening – suggesting potential resolutions automatically

WebChat embedded

Optimized for mobile/remote access

Tickets opened via phone or web portal only (not email)

Successfully *ENGAG*ing Enghouse

Don't "suffer in silence"

*If you think you have a problem, call us right away
Don't let a small issue become a catastrophic outage*

Use your escalation points

Escalation Contacts – Call In the Order Listed	Phone Number
Tom Hoogervorst, Director of Support Tom.Hoogervorst@enghouse.com	Direct: 602-789-2755 Cell: 480-738-2994
Aaron Jenkins, Senior Director – Support Aaron.Jenkins@enghouse.com	Direct: 602-789-2855 Cell: 801-540-6161
Bennie Grant, VP Services & Support Bennie.Grant@enghouse.com	Direct: 949-259-2682 Cell: 919-599-8744