imagicle®

Proactive Support.
Be Proactive.
Better Support!

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Improve your work with the best ImagicleCare plan for you.

B BASIC ★	G THE MOST PURCHASED GOLD ★ ★	P NEW PLATINUM **24/7** ★ ★ ★
SW maintenance 3 seasonal releases with major-minor upgrades and bug fixing	**SW maintenance** 3 seasonal releases with major-minor upgrades and bug fixing	**SW maintenance** 3 seasonal releases with major-minor upgrades and bug fixing
SW security updates Effective maintenance through security patches preventing potential issues and vulnerabilities	**SW security updates** Effective maintenance through security patches preventing potential issues and vulnerabilities	**SW security updates** Effective maintenance through security patches preventing potential issues and vulnerabilities
Technical support	**Technical support**	**Technical support**
Working hours	**Extended working hours/days**	**24/7**
Best effort SLA	**60' SLA**	60' SLA
	Remote support	Remote support
	Proactive support	Proactive support
		Support Expert*

* Support Expert available as of April 1st, 2020.

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Be Proactive.
Better Support!

The Imagicle Support Team is **ready to keep your AppSuite running smoothly** with proactive monitoring, tailored alerts and expert guidance.

Continuous health-check of your Imagicle ApplicationSuite thanks to a secure dedicated data channel connected to the Imagicle Cloud.

Available with the new ImagicleCare Gold and Platinum contracts.

IAS Winter 2020 with Cloud licensing are required.

G
GOLD
★ ★

P
PLATINUM **24/7**
★ ★ ★

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Getting informed and pro-act accordingly.

1. Collect info from the system and apps.

The AppSuite tracks and collects as many metrics as possible from the system; **CPU** and **RAM** by the process; **Disk** and **Database**, Web server, and events from the VM and specific applications events from the Imagicle processes.

2. Send info to the Imagicle Cloud.

Data are sent to the **Imagicle Cloud** through the Cloud Licensing Connection.

3. Analyze and trigger alerts.

Data are analyzed by a monitoring tool able to **trigger alarms** on specific thresholds and on specific events.

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Customers being notified about:

1. Service degradation

Malfunction or unusual behavior of Imagicle processes may cause degradation or interruption of service.

2. Saturation of disk space

Database and Disk saturation may cause degradation or interruption of service.

3. Capacity saturation

Upon reaching the maximum number of channels or users available per app, their use may be inhibited for other users.

4. Cloud connection failure

If the system stops sending information, it may disconnect from the Imagicle Cloud, causing malfunction or interruption of the service.

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What customer should expect.

Service Level Agreement.

Priority and maximum response time	IMAGICLECARE GOLD Max reaction time	IMAGICLECARE PLATINUM* Max reaction time
P1 - CRITICAL	< 60 minutes	< 60 minutes
P2 - HIGH	< 2 business hours	< 2 business hours
P3 - MEDIUM	< 4 business hours	< 4 business hours
P4 - LOW	< 8 business hours	< 8 business hours

*A case is automatically opened in our CRM. An alarm is activated in our 24h event management platform by requesting the intervention of the technician available on-call for P1 and P2 cases only.

1. Service degradation.

DESCRIPTION	PRIORITY LEVEL	RESPONSE TIME
Crash of the VoIP stack on the ApplicationSuite	**P1** - CRITICAL	< 60 minutes
Crash of one of the licensed applications	**P1** - CRITICAL	< 60 minutes
ApplicationSuite working in High Availability and experiencing an **issue in the replica** process	**P3** - MEDIUM	< 4 hour

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2. Saturation of disk space.

DESCRIPTION	PRIORITY LEVEL	RESPONSE TIME
Disk space available for the Application Suite **running out**	**P4** - LOW	< 8 hour
Disk space available for Application Suite **close to saturation**	**P3** - MEDIUM	< 4 hour
Database space available for the Application Suite **running out**	**P4** - LOW	< 8 hour
Database space available for Application Suite **close to saturation**	**P3** - MEDIUM	< 4 hour

3. Capacity saturation.

DESCRIPTION	PRIORITY LEVEL	RESPONSE TIME
Channels **exhaustion (Call Recording)**	**P3** - MEDIUM	< 4 hour
License **overrun (QME)**	**P3** - MEDIUM	< 4 hour
License **overrun (IVR)**	**P3** - MEDIUM	< 4 hour

4. Cloud connection failure.

DESCRIPTION	TICKET LEVEL	RESPONSE TIME
Problem connecting to the Imagicle Cloud. IAS is unable to communicate with api.imagicle.com.	**P1** - CRITICAL	< 60 minutes

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Requirements.

The Proactive Support will be available for all customers with:

1. Imagicle ApplicationSuite version Winter ‘20 or later;
2. Imagicle ApplicationSuite Cloud-Connected;
3. the Imagicle Cloud through the Licensing portal.

Happy work!