

# CallRex Platinum Support Plan

ONGOING SOFTWARE SUPPORT AND MAINTENANCE

FOR YOUR CALLREX SOFTWARE.

In order to stay competitive in today's business environment, it is imperative to keep your systems in top condition. The CallRex Platinum Support Plan is designed to ensure your success. Enghouse Interactive has a support team on call Monday through Friday to assist you with you mission-critical workforce optimization software implementation.

## Key Benefits

- Protect and maximize the value of your investment by ensuring optimal operation and timely problem resolution.
- Reduce your total cost of ownership through access to Telrex's technical knowledge, resources and expertise—available when you need it.
- Ensure your CallRex software is continually up-to-date with the latest software including major releases, minor releases and maintenance releases.
- Maximize the reliability, availability and stability of your CallRex solution.

## Commitment to Service

Customers with a current Platinum Support Plan will receive troubleshooting services for any Telrex product defects and assistance with answering technical how-to questions.

The CallRex Technical Support team is available from 5:00 a.m. to 5:00 p.m. Pacific Monday through Friday.

You can reach the support team via e-mail at support@telrex.com or by calling +1.425.827.6156 x3. The CallRex Technical Support team is committed to responding to voice mail messages left for support within two hours and e-mails within 24 hours during regular business hours.

## Included Services

- Unlimited telephone and e-mail technical support
- Access to all software upgrades (major, minor, and maintenance upgrades)

## Additional Services Available

For an additional cost, the CallRex Technical Support team is available to provide the following services:

- Installation support
- Data collector installation
- Migration from CallRex version 3.1 or earlier
- Assistance with version upgrades

## Requirements

The CallRex Platinum Support Plan is purchased at the time of acquiring CallRex software licenses.

The CallRex Platinum Support is renewed annually, and must be continuously maintained for ongoing support services and software upgrades.

Without the Platinum Support Plan, all minor and major software upgrades are purchased separately, and telephone technical support is not available.



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## Installation Services

After your initial software purchase, our team of qualified support professionals will walk you through the installation process. We will begin with a kick-off call to assess your network and software needs, collect information, and complete a short site survey. An Enghouse Interactive project manager will walk you through all of the steps, insuring that the project is completed expediently and that no detail is left uncovered.

Following the kick-off call, a remote installation will be scheduled with our technical team. After the remote installation, Enghouse Interactive will work with you to verify that the software deployment and configuration was successful through thorough testing.

## Configuration

CallRex Support Engineers require remote access to CallRex servers during support calls.

CallRex servers are configured for:

- Internet and FTP access
- Web-based remote desktop access
- Voice and data network connectivity.

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## About Enghouse Interactive

Enghouse Interactive is the union of products and expertise from leading solution providers including: Arc Solutions, CosmoCom, Datapulse, Syntellect, Telrex, and Trio. Now a single, global organization, Enghouse Interactive delivers flexible and scalable solutions that will meet a company's communications needs across their organization, including: global communications management, contact center solutions, attendant consoles, IVR or self-service solutions and call recording and quality management tools.

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Learn more at [www.enghouseinteractive.com](http://www.enghouseinteractive.com)



## About the CallRex Software Suite

The CallRex software suite includes IP call recording and call center optimization software designed specifically for small- and medium-sized businesses, such as:

### CallRex Quality Management Suite™

Contact center optimization software

### CallRex Call Recording™

Call recording and monitoring

### CallRex Computer Recording™

Desktop computer recording and monitoring

### CallRex Agent Evaluation™

Call scoring and agent coaching for call centers

### CallRex Workforce Management™

Forecasting, scheduling, and adherence monitoring

### CallRex API™

Custom integration solution for CallRex call recording software