



OnviSource Support

Delivering superior service and support to our customers

OnviSource backs up all present and legacy systems with superior customer care and a commitment to your satisfaction.

OnviSource's commitment to your satisfaction begins at the very first contact. It is our goal to offer the most efficient, caring customer service with fast resolution to technical and nontechnical issues in just one phone call.

OnviSource employees are dedicated to meeting the needs of its customers quickly and in whatever way is necessary to best serve their organization. Our support staff has a high level of expertise and a broad knowledge of OnviSource products. They will answer your questions and troubleshoot any issues that may arise.

We offer several levels of training to make certain users operate OnviSource systems efficiently and capitalize on opportunities for improvement and growth. Professional Services are also available to support your organization with a level of expertise that can develop solutions beyond our standard offerings in order to satisfy and maximize your objectives.

OnviSource works with you throughout installation, implementation and far into the future to ensure your solution consistently meets your requirements and adds value to your business.

OnviCenter
DigiVoiceXE
AccuCall
LineMaster

Customer Relations Management (CRM) Program

OnviSource offers a unique customer-centric support program called **Customer Relations Management (CRM) Program**. It is multi-tiered, consisting of services that assist our customers in many aspects of their business related to our products.

OnCall Technical Software Support Program

- 24/7 Live Answering Services
- 24/7 Technical Support available with a Premium Support Plan
- Automated System Error Notification
- One Call Solution Center (OCSC)

OnLine Direct Communication with OnviSource Senior Management

- Address atypical support issues (excluding sales) such as issue escalation, product ideas, suggestions or requests for special assistance.
- Access our CRM Board and communicate with senior managers in all departments.
- A customer focus representative will respond immediately to your communication to assure a proper response to your needs.

OnSite Customer Support Website and Online Benefits

- Online Product Support Center
- Periodic Webinar Training
- Online e-Training Video Library

OnTarget Customer Partnership Program

- Dedicated Customer Relations Point of Contact
- Scheduled Software Upgrades
- Product Customization, Professional Services and 3rd Party Integration
- Joint Call Center-Oriented Marketing
- Hosted & Outsourcing Services Options

Installation

Each system is staged and thoroughly tested prior to shipment to the customer site. Installation and cut-over support is available from our trained technicians, enabling systems to be functional in the shortest possible time.

Training

OnviSource training includes a tutorial approach designed around every day contact center activities. Training provided by the OnviSource support team includes:

- Step-by-step instruction in proven call center management processes.
- Web-based training that accommodates flexible scheduling for call center personnel.
- Classes at your location, customized to your company requirements.
- Experienced instructors with small class sizes for individual attention.
- Separate classes specifically designed for supervisors, managers or in-house trainers.

Documentation

A complete reference library is provided with each OnviCenter installation and updated with each new OnviCenter software release. An integrated help file exists within OnviCenter software application.

Flowcharts, step-by-step instructions, and well-designed menus make OnviCenter intuitive and easy to perform day-to-day operations.

OnviCenter makes extensive use of context sensitive Windows On Line Help to provide the information you need, quickly and easily.

Cut-Over Planning

The OnviSource sales and installation support teams will assist you from the initial phases of planning and pre-installation procedures through each stage of your system deployment:

- Technical consulting for hardware configurations, software features and database setup.
- Installation of server hardware, operating system and software.
- On-site support during cut-over.

Software Support

OnviSource delivers superior customer support through our **One Call Solution Center**. Our support staff has a high level of expertise and a broad knowledge of OnviSource products. It is our goal to offer the most efficient, caring customer service with fast resolutions to technical and nontechnical issues.

- **One Call Solution Center** support is available from 8:00 AM to 6:00 PM Central Standard Time. Extended Hours support agreements are available to cover your operations 24 hours a day, 7 days a week.

One Call Solution Center 800.388.8402

- Free software upgrades and releases for eligible products are included in OnviSource support agreements to keep your system up-to-date and operating at peak performance.
- Remote diagnostics allow our support team to immediately respond to your issues by accessing software, system configuration and databases.
- The OnviSource Systems Integration and Testing (SIT) lab is equipped with a complete inventory of systems to replicate customer issues and help our technicians resolve problems.

Professional Services

Request a quote for OnviSource's professional consulting services for projects that require an evaluation of call center operations and recommendations for improvement.

Custom Integration Services

OnviSource professional services can also provide customized software features or custom interfaces to OEM equipment.

OnviSource engineering services are available to write custom integration dependent upon the project and contractual agreement. Please contact a sales representative for more information about this service.

Hardware Support

OnviSource optional hardware support provides a three year extended equipment warranty, parts replacement with Next Day Air delivery and on-site technical service.

