

ANYWHERE 365 SERVICE LEVEL AGREEMENT

SERVICE	SERVICE LEVEL TARGETS	CUSTOMER RESPONSIBILITIES										
<p>Anywhere365 – Unified Contact Centre (UCC)</p> <p>Description</p> <ul style="list-style-type: none"> • New/Change a hunt or IVR Group • Report a fault with a hunt or IVR Group • Agents and supervisors Snapper installation • Request consultant training or Supervisor training <p>Applicable to</p> <ul style="list-style-type: none"> • UCT staff and students • authorised third parties as defined in the UCT role model 	<p>Constraints</p> <table border="1" data-bbox="869 440 1442 1034"> <thead> <tr> <th data-bbox="869 440 1167 560">Service Request</th> <th data-bbox="1173 440 1442 560">Service level target (working days)</th> </tr> </thead> <tbody> <tr> <td data-bbox="869 564 1167 676">Delivery of IVR or Hunt group</td> <td data-bbox="1173 564 1442 676">Completed within 10 days</td> </tr> <tr> <td data-bbox="869 681 1167 756">Fixing a fault</td> <td data-bbox="1173 681 1442 756">3days</td> </tr> <tr> <td data-bbox="869 761 1167 954">Agent and Supervisor software Installation</td> <td data-bbox="1173 761 1442 954">3days</td> </tr> <tr> <td data-bbox="869 959 1167 1034">Training</td> <td data-bbox="1173 959 1442 1034">3days</td> </tr> </tbody> </table> <p>Constraints</p> <ul style="list-style-type: none"> • fundamental external constraints 	Service Request	Service level target (working days)	Delivery of IVR or Hunt group	Completed within 10 days	Fixing a fault	3days	Agent and Supervisor software Installation	3days	Training	3days	<p>To access the service Log a call online or contact the IT Helpdesk during working hours by phone on extension 4500, or by email to icts.helpdesk@uct.ac.za.</p> <p>Prerequisites Fundamental customer responsibilities</p> <p>New/Change a hunt or IVR Group</p> <ul style="list-style-type: none"> • information: fund number, cost centre, physical location • authorisation from the fund holder • a telephone line connected to the UCT telephony infrastructure <p>Agents and supervisors Snapper installation / Request consultant training or Supervisor training</p> <ul style="list-style-type: none"> • a telephone line connected to the UCT telephony infrastructure <p>To report a fault or problem with the service Contact the IT Helpdesk by logging a request online, by phone, or by email.</p> <p>Training and documentation</p> <p>Courses held according to the Training Calendar schedule</p> <p>See: Anywhere 365 See: Anywhere 365 user instructions</p>
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