

# Unequaled customer service and support

**At Witness Systems, world-class customer service is our aim. And it all starts with a network of support professionals committed to your success. That means being available to respond effectively and on a timely basis according to your needs. Your annual maintenance agreement makes it all possible.**

Will even one hour of downtime affect your profitability? Does your customers' satisfaction depend on your performance and responsiveness? Are your business needs changing rapidly? Is operating 24 hours a day crucial to your business operations?

In response to your business needs, we've assembled a combination of Advantage and Premier level support services designed to give you the flexibility to choose the right plan for you. Your valuable annual maintenance and support agreement offers you:

- *Product enhancements and new releases*
- *Toll-free telephone support services*
- *Software defect resolution services*
- *Self-service access to troubleshooting guides and knowledgebase articles*
- *Remote diagnostic services*

Our goal is to be a continuous part of the success of your implementation and the on-going use of your eQuality workforce optimization software suite. We're ready to respond quickly to any questions or issues you may have. When you contact our support group, your inquiries are routed via a three-tiered support system to the Customer Interaction Center (CIC) representative best qualified to address your needs.

This service applies to both technical and application issues. Your annual support agreement also enables you to take advantage of Witness Systems' additional supplemental service offerings to further enhance your investment. These offerings include training and education services and an array of professional services offerings, such as installation, project management, consulting and software upgrades.

Our philosophy is to provide you with the tools and knowledge (through the Witness Learning Network, troubleshooting guides and knowledgebase articles) to enable your trained System Administrator to identify, troubleshoot, and resolve common problems quickly. After exhausting common solutions, Witness Systems' analysts and engineers are available to troubleshoot issues and escalate them to development personnel for software patches as appropriate.

## Key Benefits

- Optional plans based on your business goals and needs
- Priority-based problem resolution
- Rights to future software releases
- Access to extensive support tools via Web self-service site

### What plan is right for you?

No matter which plan you choose, our experienced support professionals around the world are trained to understand your business, and to resolve your issues quickly. Our proactive services, along with extensive knowledge of contact center best practices, will help your organization boost productivity and reduce costs.

Not sure which plan to choose? Review the Advantage and Premier plans or consult with your Witness account executive to help determine which plan is best for your organization.

### Advantage Customer Service Plan

The Advantage customer service plan features 12 hours of phone access to the CIC, Monday through Friday. Witness Systems Online self-service Web site is available 24 hours a day to assist you in troubleshooting, logging incidents and finding specific product information. This plan also includes software updates for both major and minor releases. Other key features include:

- *Unlimited number of issues logged each month*
- *Remote diagnostics*
- *Automatic escalation*
- *Proactive defect reporting, tracking and correction for new releases and product updates*

### Premier Customer Service Plan

The Premier customer service plan meets the needs of customers whose business requires the highest level of service, 24 hours a day, 7 days a week. This plan includes all of the benefits of the Advantage customer service plan, as well as some additional key features:

- *Dedicated telephone hotline*
- *Quarterly support review*
- *Annual health check*
- *2 complimentary User Conference passes*
- *10% discount on Witness University classes*

# Customer Service Plans



WITNESS SYSTEMS

Access & Response	Advantage	Premier
Telephone Access to Customer Interaction Center	5x12	7x24
Extended Coverage (weekends and holidays)	Premium Charge	•
Response Targets (contracted hours)		
Critical: Severity 1	2	1
High: Severity 2	4	2
Medium: Severity 3	8	4
Low: Severity 4	16	8
Number of Issues Included per Month	Unlimited	Unlimited
Remote Diagnostics	•	•
Automatic Escalation	•	•
Ongoing Open Ticket Contact (days)	4	2
<b>Self-Service and Knowledge Access</b>		
Witness Systems Online	•	•
Customer Newsletter	•	•
Access to Witness National and Regional Conferences	•	•
<b>New Releases and Product Updates</b>		
Major Releases/Minor Releases	•	•
Defect Reporting, Tracking and Correction	•	•
<b>Additional Services</b>		
Dedicated Hotline		•
Quarterly Support Review		•
Annual Health Check		•
Witness Systems User Conference Passes		2
Witness University		10% discount



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