

# Support Guide.



**Introduction.**

**uContact depends on several external elements in order to work properly which must be taken into account:**



**These elements are the client's responsibility and if one of them does not work properly it will impact in uContact performance.**

**Telephony  
Provider / Carrier**

- Prefix
- 10.000-20.000 (RTPC)
- 5060 UDP
- Channels
- Signal
- Latency

**Local Network**

- Check network slowness
- Directly affects voice in calls
- Cable is recommended

**Agent's team**

- Windows 7 onwards
- Ubuntu / macOS
- Access to uContact server
- Recommended browser: Google Chrome (last version)
- Output by the following ports:
- 443, 8089 y 3478 (verify there is not firewall blocking).

**Server/s (on  
premise)**

- Internet access
- Network intermittent
  - Electric
  - Space in disk
  - CPU

**01**

Restart browser and delete cache.

**02**

Check you have the latest version of the browser.

**03**

Verify the headphones and the microphone are working correctly.

**04**

Verify the problem is happening to another agent.

**05**

Check security considerations for the agent.



# Telephony- First line support

Technical Support

**01**

Registered phone

**02**

Assigned campaign

**03**

Phone status

**04**

Error locution

**05**

Web RTC network limiter



**Documentation**

**Videos**

**Tutorials**

▶ **If you want to talk with an agent – There is a webchat:**

[www.integraccs.com](http://www.integraccs.com)

▶ **By sending an email:**

[support@integraccs.com](mailto:support@integraccs.com)

Once your request is submitted, the system will send you an email reception confirmation that includes a ticket number.

▶ **It is also possible to look for information using our knowledge-base system.**

**Resources**



## What you should report in an incident?

When creating a case, you should be as descriptive as possible, detailing the tests that have been made and the specific problem, trying to limit the problem to find the error as soon as possible.

### Example:

- The agent XXXX is not able to make calls.
- When making a call, the phone appears to be out of service (for all calls)
- The agent XXXX is the only one presenting the problem.
- An example of call is the one made the 30-01-2018 at 17:54 hs. To the phone 12345678
- The phone was made from the campaign Sales->





### Low

When the incident does not affect significantly the functionality of the system.

### Medium

When the incident affects the support system's operations which can continue operating, although with a significant loss in productivity and service level.

### High

When a significant part of the system is not working properly or is not working at all, severely impacting in the development of the business activities.



**Low severity**

**Medium severity**

**High severity**

Response:  
within 24 business hours following  
the incident report

Response:  
within 5 business hours following  
the incident report

Response:  
within 2 business hours following  
the incident report

**Inquiries**

Technical consults about installed systems.

Response within 24 business hours.

**Re-installation  
infrastructure**

Support for re-installation and/or changes in the client's infrastructure (change the servers, relocation of equipment, LAN network).

Response requires previous coordination with 48 hours anticipation.

**Update**

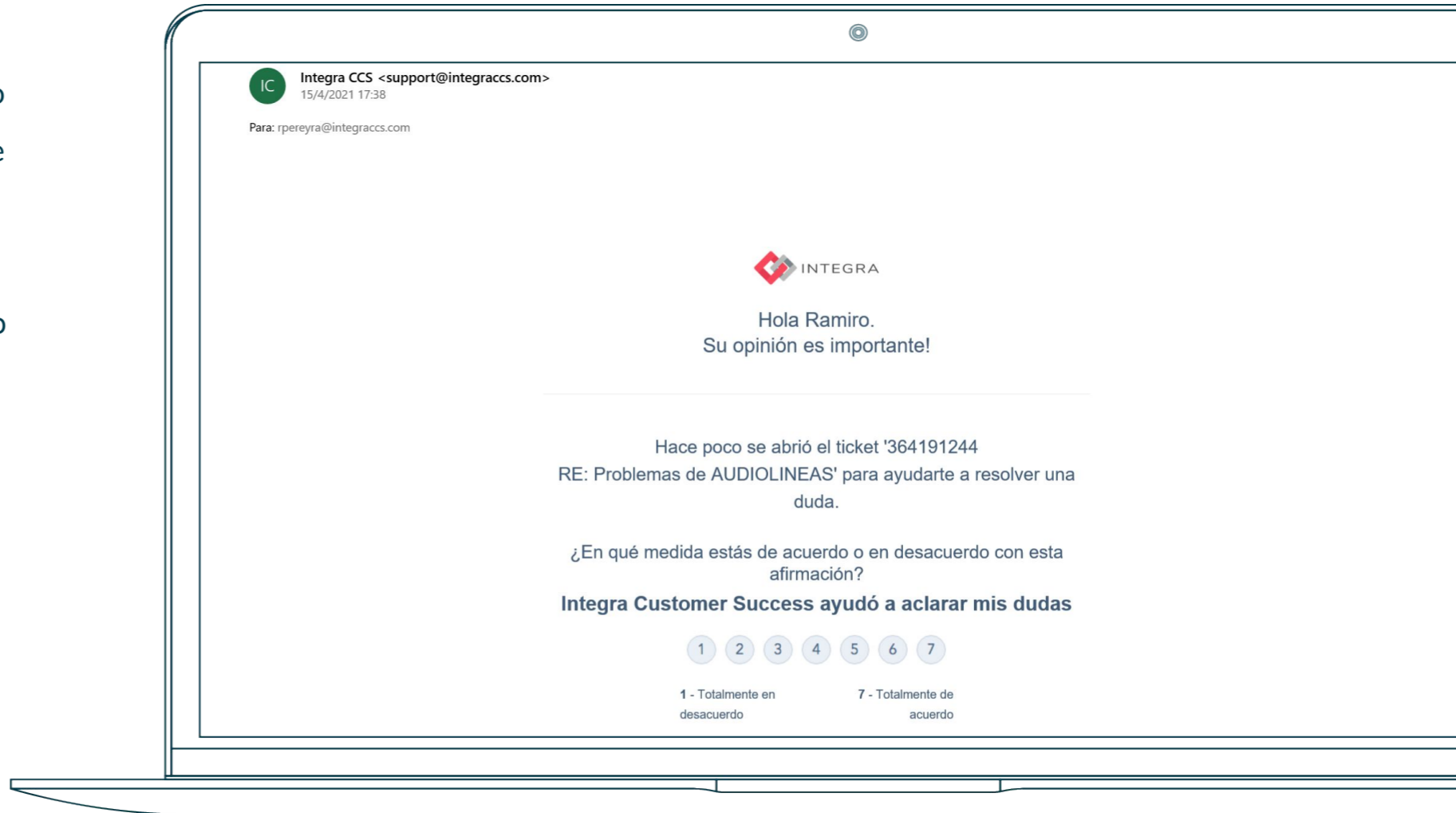
Product updates (service pack) remotely.

Response: requires previous coordination with 48 hours anticipation

When our support team replies, you will receive an email notifying you.

Once the incident is solved, you will also receive an email asking for you to value the service provided.

This is really important for us to keep improving our service and growing together.



**Thanks!**



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