



WORKING WITH ROUTE 101

Premier Support From Route 101



What's included in Route 101's **Support Essentials?**

Request Fulfilment

Route 101 owns request and fulfilment management on behalf of our customers, either actioning ourselves or raising to our partners and managing those requests if outside of our scope.

Most of our support work is focused on request management, guiding and assisting our customers in leveraging the very best from their solutions.

Incident Management

Route 101 Support provides Incident Reports for all high priority incidents to our customers, including root cause analysis.

We undertake post-incident reviews with our partners to understand root cause, impact and corrective actions and any necessary remedial action/preventative steps that might be required to prevent reoccurrence.

Maintenance Notifications

For Partner platform changes, we will liaise with customers and send relevant notifications advising of service affecting Partner change activity. This includes the reason for change, service impact and change windows, together with any necessary steps that our customers are advised to take.

With multiple Customers on each platform, we will also influence our partners wherever possible to ensure there is minimal impact to our customer's service. Standard maintenance notifications are typically sent with a 2 week notice period.

Proactive Event Management

In conjunction with our Partners, Route 101 Support monitors Platform performance through a variety of Status Pages and Management Tools to ensure we proactively notify our Customers to any potentially service affecting issues as soon as possible.

Change Management

Route 101 Support facilitates all change management requests. From a customer perspective, we will raise and track change management cases raised by customers and either action the changes ourselves or provide expert advice to customers wishing to undertake their own changes to their solution.

PLEASE NOTE:

Service requests equating to more than 1 hour's work will be charged at **£150+VAT per additional hour.**

What's included in Route 101's **Support Packages?**

	Support Essentials	Premier Support
Incident Management	✓	✓
24x7 On-Call Support	P1 Incidents	P1 & P2 Incidents
Problem Management Reporting	✓	✓
Proactive Platform Monitoring	✓	✓
Maintenance Notifications	✓	✓
Customer Support Document	✓	✓
Request Fulfilment	✓	✓
Configuration Service Requests	£150.00 per hour	All Inclusive
Solutions Engineering	N/A	✓
Account led Quarterly Business Reviews	N/A	✓
Monthly Operations Report	N/A	✓
Professional and Development Services	N/A	25 Hours per Annum
Executive Sponsorship	N/A	✓
Cost Per Agent	Free	£15 per month / user Single-Platform £25 per month / user Multi-Platform
Minimum Spend	N/A	£5000

GETTING THE MOST FROM YOUR SOLUTIONS:

Premier Support from Route 101

Our Premier Support package is designed to take things to the next level - ensuring you can focus on what matters most: your customers.

INCLUDED IN ALL PREMIER SUPPORT PACKAGES:

24x7 on-call support for P1 and P2 Critical Incident

Standard business hours (08.30-17.30 for P3-4)

Monthly operations reports and account-led quarterly business reviews

25 hours Professional and Development Services

Executive Sponsorship



GETTING THE MOST FROM YOUR SOLUTIONS:

Premier Support for NICE & Zendesk



24x7 on-call support for P1 and P2 Critical Incident

Standard business hours (08.30-17.30 for P3-4)

Monthly operational reports and account-led quarterly business reviews

25 hours Professional and Development Services

Executive Sponsorship

Unlimited Configuration requests to Unified Communications and Contact Centre deployments

- New POCs and Service Additions
- Custom Reporting
- Scripts, Flows, and Audio Prompts amendments
- Adding Skills and Permissions / Customising roles
- Dashboard and Agent Reporting support

Unlimited Configuration requests to Zendesk deployments (under 2hrs)

- Triggers, Automations and Ticket Form creation support
- Social Media integration support
- Building Zendesk Explore reports
- Messaging and Chat assistance
- Zendesk Licence utilisation tracking