



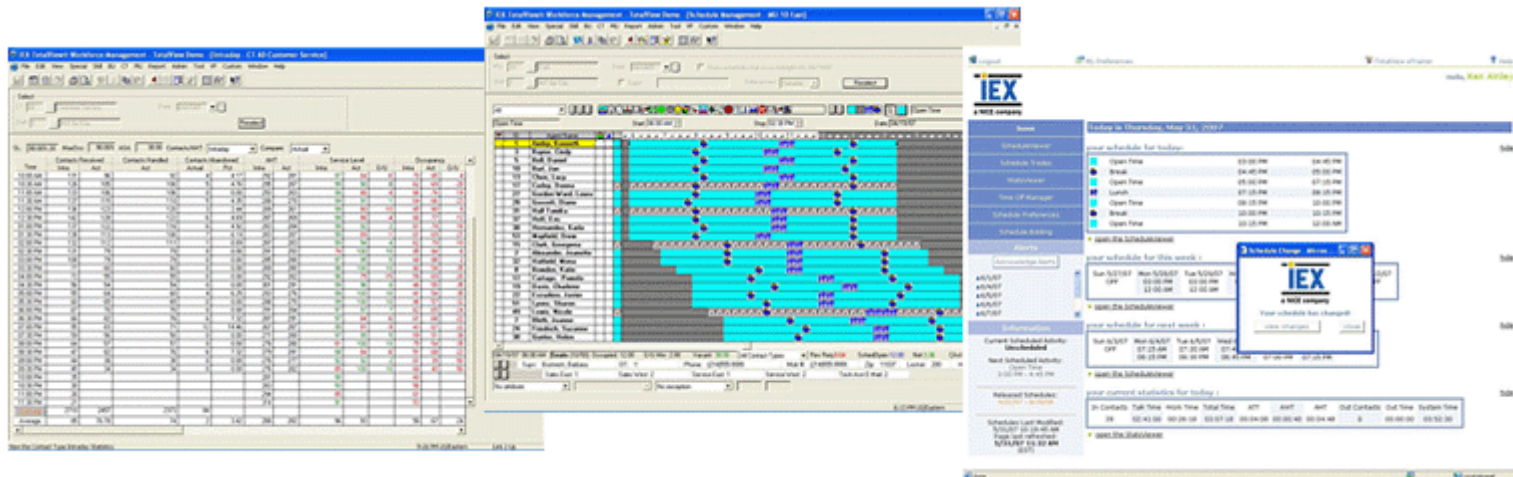
# Onsite Support



At Futuresoft we recognize the need of having extended support for your Workforce Management system (IEX - TotalView) keeping in mind IEX gives support to its customers as per the contract they have with IEX but we at Futuresoft offers extended technical support tailored to your needs which is onsite support in the customer premises depending upon the requirement of the kind of support customer is willing to take (Basic, Extended and 24/7). We have a team of trained professionals who are very much capable of driving the toll as per your needs and its capability plus we have professionals certified by IEX in their head quarter (Dallas Texas) who can solve the issues without much of delay obviously taking 3rd level support from IEX.

Our engineering, support, project management and professional services team will not only help you setup the TotalView perfectly as per your business need but also provides you exceptional support post the implementation of the tool.

Being onsite the personnel is available in your service during his hours of working to handle you queries be it IEX front - end related or backend related.





## Support Services

Ease of use - Our onsite support personnel provides you the best knowledge of the tool and helps you with any kind of usage related queries e.g. Forecasting, Scheduling, Planning, Reporting etc. in IEX. It also helps you not to be worried about the problems you face when attrition happens within you WFM department because we are already there to help you onsite.

Technical Support - Our professionals are very well equipped with the knowledge and skills to help you cope up with the 1st and 2nd level support onsite within a dedicated support window depending upon the support contract. We help you resolve issues you face within in the Software including low, medium and high priority level issues. There are lot of other support activities we perform complimentary with the support contract, these are listed below.

- I. IEX Total View software upgrades including version upgrade and Maintenance Pack installations.
- II. Connectivity network related issues users face between IEX server and workstation.
- III. Process setup in IEX to give optimum results.
- IV. On the job training to the WFM executives on effective forecasting and scheduling using IEX.
- V. Help in implementation of IEX for new processes.
- VI. Help to improve the efficiency of different business operations throu IEX Total View.
- VII. You will learn how to streamline tasks and work more efficiently in your contact center.
- VIII. Check backup regularly and make sure it's a valid backup on a daily basis.
- IX. SUN OS patches installation with the help of Customers SUN support and make sure it doesn't have any impact on the IEX Application.
- X. IEX workstation software installation on user's workstations.
- XI. Provide you an easy to use documentation to help your staff understand various functionalities in IEX.