



# Spanlink Managed Services

Professional assistance, no complications.



After your deployment, there is a high probability that you will find things that you would like to change, modify or augment in your solution. To meet this need, Spanlink offers Spanlink Managed Services. With Spanlink Managed Services, you get professional assistance from Spanlink without the complication of Statement of Work agreements.

With Spanlink Managed Services you can purchase blocks of 50 support hours to use towards:

**Moves/adds/changes/deletions (MACD)** – This service offers a hassle-free way for you to manage the movement of phones and agents within your organization. With this service, for example, Spanlink will logically move your phone, add a new phone, change a phone or delete a phone from your solution. All you have to do is physically move or remove the phone at your location. This ensures that things such as dial plans and call routing are handled for you.

**Reporting assessments** – These assessments are a consultative service where Spanlink works with you to determine your contact center reporting needs and suggest changes to your reports to ensure that you are getting the information you need to effectively manage your business.

**Database optimization** –Spanlink will verify the integrity of the Microsoft SQL databases that are related to your contact center solution. This process will involve an examination of the database to check for integrity, fragmentation, table structure and overall performance.

**Simple script changes** – Script change requests made to enhance your solution. These could include:

- Adding one or more skills to agent call routing
- Creating a new contact center or business group routing (e.g. new incoming numbers, new agents, etc.)
- Customizing exception routing (e.g. holidays, after hours, etc.)
- Adding new menu or menu options to existing scripts
- Adding new outbound calling campaigns to existing Contact Center Enterprise Outbound Option implementations



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**Speech requests** – Working with Spanlink’s professional voice talent team, we’ll schedule and record any changes you may have for your IVR or CVP speech applications.

**Voice Readiness Assessment (VRA)** – Spanlink will conduct a thorough test of your network to determine how well it will be able to handle the expected level of voice traffic generated from Unified Communications and Contact Center solutions. Since these solutions can place a significant load on your existing data network, Spanlink recommends as part of its best practices, a Voice Readiness Assessment so we can understand upfront, any impact your network may face both from a voice and data network perspective. Through this assessment, Spanlink can more readily assure a successful deployment from a technical and business perspective. The assessment tests the speed and quality of all LAN and WAN links, and will highlight any changes required. The VRA is a fixed 60 hour process.

**Contact Center Optimization Assessment (CCOA)** – Spanlink will evaluate your existing contact center technologies, tools and processes, and identify cost-effective ways for you to get more from your current investment. A Spanlink consultant will come to the customer’s site for a two-day site assessment. The end result will be a comprehensive assessment that will identify ways to improve your business by optimizing your current investment. The assessment, when feasible, will include a basic ROI analysis that will show the hard dollar cost savings of implementing the optimization recommendations, and the financial and customer satisfaction improvements your company will benefit from long-term. The CCOA takes 40-80 hours to complete, depending on the customer’s environment.

**Solution Value Analysis (SVA)** – Contact Center managers are continuously under pressure to increase both customer satisfaction and operating efficiency. Improving agent automation and effective self-service can address both issues. Whether we’re helping you design your contact center solution for the first time or increasing the value of your existing solution, Spanlink’s SVA will ensure your Contact Center solution will be designed and deployed to maximize value. The SVA is a fixed 120 hour process for UCCE environments and can range from 60-90 hours for UCCX environments.

Additional maintenance or services items may be covered with Spanlink Managed Services. Spanlink Managed Services are sold in 50 hour time blocks and must be used within a year of purchase. These hours will expire without written request for continuance 30 days prior to the termination date. For requests that require more than 40 hours, a Professional Services engagement and scheduling may be required.

## **For Additional Information**

If you have any questions regarding Spanlink Managed Services, please contact your Spanlink Account Manager through SpeechConnect at 763-971-2001, and ask for them by name. If you do not have a Spanlink Account Manager, please contact us at 763-971-2000, and we will direct your call appropriately.