



# World-Class Support Solutions

*Which of Variphy's robust support solutions will work best for you?*

Unlock the full power of Variphy with our Professional Subscription or our Enhanced Consulting Services (ECS) Subscription. Reach your goals faster with our one-on-one support and expert guidance.

	Professional Subscription	ECS Subscription
<b>Initial Response Time</b>	12 Business Hours	8 Business Hours
<b>Support Type</b>	<ul style="list-style-type: none"><li>• Priority Queueing</li><li>• How-to Guidance</li><li>• Break/fix Troubleshooting</li></ul>	<ul style="list-style-type: none"><li>• Dedicated Variphy Systems Engineer</li><li>• How-to Guidance</li><li>• Break/fix Troubleshooting</li></ul>
<b>Support Method</b>	Remote Support (Guided) via Cisco Webex	Remote Support (Guided) via Cisco Webex OR Unattended Access
<b>Dedicated Variphy Systems Engineer</b>	Not Included	Included
<b>Variphy Service Account (Unattended Remote Access)</b>	Not Included	Available
<b>Custom Alert Configuration</b>	Included	Included
<b>Service Ticket Priority</b>	Included	Included
<b>Installation and Upgrade Services</b>	Included	Included
<b>Offline Report Building</b>	Limited	Unlimited
<b>Server Migration</b>	Additional Cost	Limited
<b>CDR Database Archiving</b>	Additional Cost	Included

## Support features exclusive to ECS Subscription customers:

### System Health Check

- Best Practice Review
- Processor Utilization
- Memory Utilization
- Security Best Practices
- License Utilization

### Proactive Daily System Monitoring

- CDR Processing Error
- No CDR Received Error
- Disk Utilization
- Failed Report

### Quarterly Service Review

- Assisted System Upgrade
- System Utilization Review
- Services Summary
- License Utilization Review
- Roadmap Updates

### End User & Administrative Training Sessions

- Training for New Users
- Training for New Administrators
- New Features and Refresher Training Courses

### Advanced Configuration Services

- Assisted Installation
- Configuration of Dashboards and Reports
- Configuration of Automated Report Delivery

The preferred analytics platform for Cisco Collaboration.

