

Hosted Contact Centre Support

Thank you for choosing SaskTel Hosted Contact Centre (HCC) to help you manage your customer contacts.

Technical Support is available 24 hours a day 7 days a week 365 days a year, however; to help you resolve some common issues prior to contacting Support we've included troubleshooting information on the second page of this document.

If your issue is not resolved using these instructions, please have the Administrator contact the **SaskTel Business First Support Team at 1-844-SASKTEL**.

Support Information

The Administrator is the **first level** of support for any agent troubles, and must be the person to place the support call. Placing a support call in this manner is only for technical difficulties related to HCC.

Your IT department will still be responsible for your desktop support.

Standard Support includes the following:

- Initial point of contact for customer
- Trouble management
- Collaborate with customer on issue resolution
- Verify usage and setup of the application
- Verify network and collaborate with other internal support groups as required
- Work with vendor as required
- Provide RFO (reason for outage) or RCA (root cause analysis) upon request

During the first thirty (30) days after the Service is first made operational for Customer's use, SaskTel will respond to all queries from the Customer Administrator at no charge to the Customer. After such thirty (30) day period is complete, any calls to SaskTel by the Customer Administrator, which are within the Administrator's area of responsibility, will be chargeable to the Customer at the rate of \$150.00 per hour, for a two hour minimum.

Service Objectives:

Severity 1 & 2:

- 24/7
- Response: 60 Minutes
- Updates: 1 Hr
- Escalation: 3rd Hr
- **Mean Time To Repair: 4 Hrs**

Severity 3 & 4:

- 08:00- 17:00
- Monday - Friday
- Response: Best Effort
- Updates: Best Effort
- Escalation: Best Effort
- **Repair: 24 Business Hours**

Troubleshooting

At any time, should you encounter a problem with your SaskTel Hosted Contact Centre service, please attempt any of the following steps to resolve the issue prior to placing a Support Call:

Ensure the following Requirements are in place for the user experiencing the trouble.

Telephony Requirements

- A telephony device that is always available to accept incoming calls and is not forwarded to a non-HCC voicemail box
- Access to one of the following types of connection:
 - Public switched telephone network (PSTN) connection
 - Voice over IP (VoIP) connection

PC Requirements

- A personal computer with a web browser
 - Internet Explorer® 9, 10 and 11
 - Chrome™
 - Firefox®
 - **Important:** Compatibility View must be disabled in Internet Explorer 9 or older.
 - **Note:** Hosted Contact Centre is partially compatible with Safari offering support to Agent Console – Control Panel functionality.
 - **Note:** Firefox requires QuickTime plug-in for audio features
- A high-speed connection to the Internet
 - Recommend approximately 20kbps per agent desktop
 - Recommend approximately 15kbps for optional CRM

HCC Trouble	Troubleshooting	Action to try
Agent is not able to make or receive calls.	Can the Agent make or receive calls when not using the application?	Try calling the Agent's phone directly and having them place a call by using the phone only, not through the application. If the issue continues to happen when not going through the application then have the phone, headset and phone line looked at.
	Does "Make Verification Call" work within the Agent's profile?	Ask the Agent to place a verification call through their profile within the application. This tests the ability of the application to direct calls to your phone.
	Verify the phone number is entered correctly in Agent's profile.	Phone numbers must contain the 11-digit number with no dashes or spaces.
HCC buttons are missing, grayed out, or cannot be selected. Any items that normally appear or were working are now not working or are now missing.	When was the cache cleared last?	Try clearing the cache. Contact your organization's technical support group for instructions for clearing the cache, if required.
The caller can hear the Agent, but the Agent can't hear the caller.	Is the Agent using a headset? Does the problem exist if calls are placed directly through the phone not using HCC?	Verify there are no issues with the headset or phone without using HCC.
Error message appears that username and password are incorrect.	Usernames and passwords are case sensitive.	Verify the correct case is being used and attempt the login again. If still unsuccessful, have Administrator reset the password.
Agent's phone does not ring when a call is offered.	Is the correct phone number in the Agent's profile?	Confirm the correct phone number is listed in the Agent's profile; place a verification call to ensure the phone will ring. Verify the phone's ringer is audible.
HCC user does not see the entire screen or it is not displayed correctly.	Is the screen resolution set properly to view HCC?	The suggested screen resolution is 1200x900. Adjust screen resolution to see the full view.
Agent is being put to "Take Break" when a call is being offered.	Has the Agent entered a phone number in their profile?	Verify the Agent's phone number is entered correctly in the profile and place a verification call. Phone numbers must be 11-digits with no spaces or dashes.

Contacting support

If your trouble is not listed above or you are unable to resolve the issue, follow the next steps to place a Support Call:

- Your HCC customer contract number must be supplied when placing a support call. Please have this number ready when you call in.
- The Administrator is the first level of support for any agent troubles, and must be the person to place the support call.
- Placing a support call in this manner is only for technical difficulties.

Please ensure you capture the following details prior to placing a Support call as this information is critical in ensuring our Support team can identify the cause of the problem quickly.

1. At what time did the problem occur?
2. How many times did the problem occur?
3. Has the agent(s) worked properly before?
4. As detailed as possible what was the agent doing at the time of the problem?
 - What was running on the PC at the time?
 - Was the agent on a call at the time of the problem?
5. Can you reproduce the trouble?
6. Are you able to capture a screen shot of the trouble?
7. Is the problem only related to a single agent or multiple agents?
 - If multiple agents, are they in a single location or multiple locations?
8. What type of phone(s) is/are the agent(s) using, landline or VoIP?
9. Were there any other issues immediately before or during the time of the problem?
10. Were any HCC Configuration Manager changes made since it was last working?
11. Have you made any changes to your computer network since it was last working?
12. If trouble is related to an agent, what are the Agent Name and User ID?
13. If trouble is related to a call, what is the Transaction ID of the call?

For HCC support, please call toll-free: 1-844-SASKTEL.