



**Route101**

Technical Support

# Introducing Route 101 Support

**Our UK-based support team provide a personal level of service to each one of our customers; we know that it's crucial to a good working relationship, and for giving you complete peace of mind.**

Route 101 owns the incident management process and relationship with our partners on behalf of our customers, including any necessary technical and managerial escalations.

We receive incident management cases from customers through a number of channels into our support operation. We triage and, in most cases, will resolve issues in-house.

**The standard Route 101 support package includes:**

- **Incident Management**

24x7 on-call support for P1 Critical Incidents  
Standard business hours (08.30-17.30 for P3-4)

- **Problem Management and RCA Reporting**
- **Maintenance Notifications**
- **Proactive Event Management**
- **Change Management - CAB Tracking Changes**
- **Formal Handover to Support and Customer Support Documentation**

24 x 7 support for P1  
Critical Incidents

08:30 - 17:30 Business  
Hours Support for P2 -  
P4 Incidents

**Response Times:**

P1 - 30 minutes 24x7  
P2 - 2 Business Hours  
P3 - 4 Business Hours  
P4 - 1 Business Day

**WHAT TO EXPECT IN YOUR  
SUPPORT DOCUMENTATION:**

- Supported Services
- Severity Definitions & Response Time SLAs
- Managerial Escalation Matrix
- Key Contacts & Channels Into Support

**Backing up the best solutions with  
a matching standard of support**

# What's included in Route 101's Standard Support package?

## 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 is included in Route 101's Enhanced Support?

## Professional Services and Service Optimisation

The Route 101 Implementation Practices will provide a tailored consultation to enhance and streamline your original delivered solution in line with your changing business dynamics. These service days could also take the form of scheduled training to include areas of your solution that you feel require additional focus – such as creating tailored reporting.

## Enhanced Service Request Package

For solution amendments that may not require full Professional Services Support, Enhanced Service Requests are fully inclusive and ensure a prioritised turnaround of your change requirements above a standard customer change request.

## Dedicated Engagement Team and Executive Engagement

We ensure you have a dedicated team at hand to support your business, comprising an Account Manager, Support Representative and Solutions Architect. This team will provide a point of escalation as well as chairing Quarterly Business Reviews focused on ensuring your solution is leveraged in the very best way for your business.

Enhanced Support also ensures Executive Sponsorship of your account, your solution, and ongoing business priorities.

## Enhanced Operational Reporting

Receive regular monthly or quarterly Operational Reporting to include a breakdown of all Support Tickets raised enabling a review of trends and performance.

## Multi-Platform Integration

Customers with bespoke, multi-platform solutions will benefit from Enhanced Support packages to deliver inter-platform expertise and technical co-ordination across all elements within your solution.

## Bespoke Configuration Support

For bespoke integrations, Route 101 will provide Implementation and Support Engineers to design, deploy, and maintain your solution.

## Customer Support Matrix:



| Feature                                      | Standard Support | Enhanced Support |
|--|------------------|------------------|
| Incident Management                          | ✓                | ✓                |
| Problem Management and RCA Reporting         | ✓                | ✓                |
| Change Management                            | ✓                | ✓                |
| Event Management                             | ✓                | ✓                |
| Maintenance Notifications                    | ✓                | ✓                |
| Request Fulfilment                           | ✓                | ✓                |
| Customer Support Document                    | ✓                | ✓                |
| Enhanced P1 & P2 Support                     |                  | ✓                |
| Professional Services & Service Optimisation |                  | ✓                |
| Enhanced Service Request Package             |                  | ✓                |
| Dedicated Customer Team                      |                  | ✓                |
| Enhanced Operational Reporting               |                  | ✓                |
| Scheduled Platform Training                  |                  | ✓                |
| Multi-Platform Integration                   |                  | ✓                |
| Bespoke Configuration Support                |                  | ✓                |
| Executive Sponsorship                        |                  | ✓                |

General



**Route101**

Enhanced Support  
Packages

# Enhanced Support for CCaaS and Unified Communications

**We want to be sure your business gets the most from the solutions we provide.**

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



## **24x7 on-call support for P1 and P2 Incidents**

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

## **Unlimited service 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

## **Monthly reporting and account-led quarterly business reviews**

## **3 days' Professional Services**

Platform training

Advanced/bespoke configuration work

## **Executive Sponsorship**

# Enhanced Support for NICE CXone and Zendesk

**We want to be sure your business gets the most from the solutions we provide.**

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



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

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

## **Monthly health syncs, reporting, and account-led quarterly business reviews**

## **3 days' Professional Services**

Platform training

Advanced/bespoke configuration work

## **Executive Sponsorship**

## **Unlimited service requests to NICE CXone 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 service requests to Zendesk deployments**

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



## Enhanced Support for **Zendesk**

**We want to be sure your business gets the most from the solutions we provide.**

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



### **24x7 on-call support for P1 and P2 Incidents**

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

### **Unlimited service requests to Zendesk deployments**

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

### **Monthly health syncs and account-led quarterly business reviews**

### **3 days' Professional Services**

Zendesk Platform training  
Advanced/bespoke configuration work

### **Executive Sponsorship**

## Enhanced Support for UiPath (Robotic Process Automation)

**We want to be sure your business gets the most from the solutions we provide.**

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



### **24x7 on-call support for P1 and P2 Incidents**

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

### **Unlimited service requests for UiPath deployments**

RPA Production and Exception monitoring

Process and machine restarts

Troubleshoot unexpected process errors

Schedule changes

Minor process amendments

### **Monthly operational reporting and account-led quarterly business reviews**

### **3 days' Professional Services**

Platform training

Advanced/bespoke configuration work

### **Executive Sponsorship**

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