

Términos y Condiciones de Servicio

As part of our commitment to providing you with the best possible experience, we continuously strive to improve our service offerings. In doing so, we have reviewed our processes and policies to ensure we maintain the highest level of quality and efficiency for all our valued customers.

Effective immediately, we have implemented an update to our service request policy. From this point forward, any service request that falls outside the scope of a system error or service incident will be subject to a service charge. This adjustment will allow us to allocate our resources effectively and prioritize critical issues in order to provide you with the best possible support.

CLEVER IDEAS provides complete initial training for the use of each of our services. Upon completion, a cloud folder containing recordings of all training sessions conducted before and after implementation will be shared via email.

A support period is considered to begin on the first day of operation. During the following 30 days, the client will have unlimited service hours for guidance and training on specific actions (excluding retraining for agents and supervisors), during operational hours from 9:00 AM to 6:00 PM, Mexico City time zone.

Once the support period has expired, any complete or specific training request, as well as any modification request related to the actions detailed in this document under “Client Responsibilities,” will incur an additional charge based on service hours.

The following actions are the responsibility of THE CLIENT:

UCONTACT

- Creation of voice campaigns
 - Inbound
 - Outbound
 - Dialers
- Changes to campaign administration
 - Ringing strategies
 - Forms
 - Campaign weight

- Schedules
- Hold music
- Ring time settings
- Break thresholds
- General properties
- Omnichannel campaigns
 - Interaction delivery strategies
 - Welcome greetings, after-hours messages, unavailable agent messages, and holiday messages
 - Default responses
 - Form assignment
 - Schedules
 - Bulk WhatsApp messaging
- User creation
 - Agent
 - Supervisor
 - Administrator
- Adding and removing users from campaigns
- Creation of dispositions
- Creation and management of voicemail
- Creation of security groups
- Use of security groups
- Search and extraction of recordings from all channels
- Adding and removing audio files
- Report extraction
- Report scheduling

LINE / PBX

- Providing audio or text for IVR creation
- Reporting

The following actions are the responsibility of CLEVER IDEAS:

UCONTACT

- Provider connections
 - VoIP
 - SMS/WhatsApp
 - Facebook

- Email
- Instagram
- Gamification
- Scheduled tasks
- System maintenance
- Updates
- Forms
 - Connection
 - Changes and/or configuration
- Creation of security groups

LINE / PBX

- Uploading audio files to the system
- Forwarding or follow-me requests
- Create, modify, and delete extensions
- Create, modify, and delete ring groups

BOT

- Changes to decision tree options
- Uploading multimedia files
- Redirecting to inbound campaigns

GENERAL

- Agent retraining
- Supervisor retraining

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