

Service levels

In order to guarantee Service Levels, it is necessary to define the roles and responsibilities of CLEVER and THE CLIENT to work together in the most efficient way:

By Clever IDEAS

- Ensure service availability levels
- Technical support and incident resolution
- Updates and improvements of the service.

By the CLIENT

- Meet infrastructure and software requirements
- Make good use of the services offered by Clever IDEAS
- Give the facilities to be able to meet the requirements of the requested services.
- Report Incidents efficiently including, but not limited to;

1. description of the problem
2. Evidence of the problem
3. Steps to take to replicate the problem
4. Level of affectation (Intermittent, Total Stop, etc., etc.)
5. Time of the incident.

SERVICE LEVELS

TYPE	OBJECTIVE	FREQUENCY	METHOD
Availability	99.9 %	Monthly	(THD * 100 / Rank of time)
Reliability	4 incidents	Monthly	Total registered incidents associated with service failures caused by Clever.
Response time	3 minutes	Event	Confirmation of receipt of incident through a reference number (email)
Incident Resolution Time priority 1	10 minutes	Event	Incident control tool
Incident Resolution Time priority 2	45 minutes	Event	Incident control tool
Incident Resolution Time Priority 3	90 minutes	Event	Incident control tool

Resolution times to specific incidents of the Omnichannel Contact Center platform

Description	OBJECTIVE
Web page does not respond Unable to login agents Can't upload lists Monitoring dashboards are not updated	10 minutes
It is not updating the information in the repositories	2 hrs
Request to send a recording (with GUID)	3 hrs

Compensation for Service incidents

In the event that the monthly availability time of the service is below the agreed threshold, CLEVER will make an economic compensation or credit in the following month of service based on the following table:

AVAILABILITY	CREDIT
99.95 - 99.90 % (22 - 43 min)	5%
99.90 - 99.85 % (44 - 65 min)	8%
<98.50 % (mas de 66 min)	10%

The resolution times do not apply to incidents of services not provided by Clever and that may affect the operation of our service. Here is a non-exhaustive list of some services such as:

- Internet Service Provider
- SMS provider
- WhatsApp provider
- Integration with social networks (changes in the APIs)
- Integrations with third parties
- Integrations with own systems
- Infrastructure problems (hardware, network, router, firewall)

CLEVER will issue periodic reports on compliance with the SLAs for evaluation of results such as: major incidents, response times, bugs, preventive and corrective maintenance

Scheduled Service Outage

Scheduled interruptions or maintenance windows allow preventive maintenance to be carried out on services with minimal impact to the customer and will not count as service unavailability. Maintenance windows should be scheduled at the following times:

- Monday to Friday from 9:00 p.m. to 01:00 a.m.
- Saturdays from 5:00 p.m. to 12:00 a.m.
- Sundays from 12:01 a.m. to 11:59 p.m.

Any maintenance request to the service, which implies an interruption, will be notified to the client 48 hours in advance, by email in the first place, and by telephone contact in the second place. The customer must acknowledge receipt of the notification.

Unscheduled interruptions:

Immediate unscheduled interruptions refer to total interruptions in the provision of the service due to incidents such as "system crashes", "communication failures", "network failures", etc. On the other hand, a pending unscheduled interruption refers to those situations in which the service is seriously degraded or it is not possible to operate. This type of interruptions could require immediate emergency maintenance windows, with notification to the client by one of the different means of contact such as WhatsApp, telephone, email. Once the maintenance is done, a notification will be sent to the client to confirm the restoration of the services.



Incidents unrelated to this CLEVER infrastructure or its allies are excluded from this objective.

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