

Service Request Policy

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

Effective immediately, we have implemented a revised policy regarding service requests. Going forward, any service request that falls outside the scope of a bug or service incident will be subject to a service charge. This adjustment will enable us to allocate our resources effectively and prioritize critical issues to provide you with the best possible support.

We understand that this policy change may raise questions or concerns, and we would be more than happy to address any inquiries you may have. Our dedicated customer support team is available to assist you in understanding the revised policy and answer any queries you may have regarding service requests and associated costs. Please do not hesitate to reach out to our team through the usual channels, such as our support email or phone number.

We value your partnership and want to ensure that our services continue to meet your expectations. By implementing this policy, we aim to maintain a high standard of service while also offering a fair and transparent approach to service requests.

TERMS AND CONDITIONS

Clever Ideas provides the complete initial training on the use of each of our services, upon completion, a folder in the cloud is sent by email with all the recorded sessions before and after it.

It is the CUSTOMER's responsibility to carry out the following actions:

UCONTACT

- Creating voice campaigns
 - Incoming
 - Outgoing
 - Dialers
 - Changes to campaign management
 - Ringing strategies
 - Forms
 - Campaigns

- Schedules
- Music on hold
- Ringing times
- Rest thresholds
- General properties
- Omnichannel campaigns
 - Interaction Delivery Strategies
 - Welcome greetings, after hours, agents not available and holidays
 - Short responses
 - Form Assignment
 - Schedules
 - Whatsapp bulk sending
- User creation
 - Agent
 - Supervisor
 - Administrator
- Add and remove users from campaigns
- Creation of typifications
- Creation and administration of Voicemail
- Creation of security groups.
- Using security groups
- Search and extract recordings from all channels.
- Add and delete audios
- Additional reports
- Agenda reports
- LINE - PBX
 - Provide audio or text for IVR creation
 - Reporting

It is the following responsibility of Clever IDEAS actions:

UCONTACT

- Supplier Connection
 - 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 to the system
- Request detours or follow me
- Create, modify and delete extensions.
- Create, modify and delete ring groups

BOT

- Change in decision tree options
- Uploading media files
- Retargeting to inbound campaigns

It's considered a nesting period starting on the first day of its operation and during the following 30 days the client has unlimited hours of service for advice and training of specific actions (does not include retraining of agents and supervisors) in an operational schedule. from 9:00 a.m. to 6:00 p.m. Mexico City time zone.

Once the camping period has expired, any complete or specific training or requests to modify the actions detailed in this document as *Customer Responsibility*, will have additional costs corresponding to hours of service.

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