



## SpeechLog software product Warranty, Maintenance and Training

### 1. Warranty

The software is covered by one year warranty from the date the system is put in service. The warranty service covers bug fixes and system configuration; and it is managed by Service Level Agreement which defines the scope of the support service, communication and reporting channels, in addition to the response and the resolution times for each severity level of the reported fault.

### 2. Support & Maintenance Services

After the first year free support, Advanced Proactive Solutions offers two types of Support Service Plans, the standard and the premium Carepacks. Customers can select the plan that suits their business or operational hours.

Following services are offered in Advanced Proactive Solutions Support Plans:

Standard Service Level Agreement, offering:

- On-site and remote technical support
- Telephone support in case of emergency
- Software patches and updates

Premium Service Level Agreement, offering:

- 24/7 support
- Telephone support in case of emergency
- Software patches and updates
- Quarterly Health Check Report
- Access to Support Knowledgebase

The support will be conducted in most cases remotely while DIR and its customers are expected to provide reliable and secure connection for this service.

Full SLA details including service terms and conditions, CRM process handling, technical ticketing and priorities, etc. will be delivered separately with each SLA.

### 3. Change Request Payments

APS standard price list includes the price of the standard product license. In case customized or special tailored feature is required, APS offers this service through its "product enhancement

Advanced Proactive Solutions LLC. 14732 Myrtle Beach Frisco, TX 75035 USA

T: (214) 430-2864 M: (469) 307-1272

Email: [sales@aps-consulting.com](mailto:sales@aps-consulting.com) Web: [www.aps-consulting.com](http://www.aps-consulting.com)



development service". This service is charged on hourly basis of the needed development time once it is approved by the Product Development.

#### 4. Product Package Offering

SpeechLog is available in a variety of packages in order to meet different deployment plans:

**Software & License:** The choice for customers that prefer to have SpeechLog installed on their existing or provided servers.

**Complete Solution:** The choice for customers who prefer a turn-key solution. In this option we supplies branded commercial servers.

**Ready-to-Go:** Preinstalled on rugged industrial-grade server; a choice for customers who desire plug-and-play solution.

**Hosted Solution:** SpeechLog can also be hosted at our Globitel Data Center to offer Managed Service solution for customers who want to focus on their main business line, thus staying away from the hassle of maintaining an IT infrastructure.

#### 5. TECHNICAL TRAINING

SpeechLog Technical Training Course is hands-on instructor-led course which covers the implementation and management of Speechlog recording system. Students will learn how to install, configure & maintain the application and how to run quality management. It is a 3-day hands-on instructor-led technical course. It can be offered per person or as class group, our recommended class capacity is 14 people as training attendees. Each two people would share one workstation.

##### **Target Audience**

The target audience of this course is mainly service technicians who are responsible on the installation, configuration and maintenance of SpeechLog recording.

##### **Prerequisites**

- Basic Knowledge in Telephony & VoIP
- Basic knowledge in networking
- Basic knowledge in Microsoft Windows Server and SQL

##### **Main Objectives**



The main learning objective is to teach students how to install, configure, maintain and troubleshoot Speechlog recording application.

## Contents

- SpeechLog Overview
- SpeechLog Hardware Requirements
- SpeechLog Modules Description and Functionalities.
- SpeechLog Components Installation
- VOIP Recording on Different PBX's Brands
- Working with Wirshark
- SpeechLog Components Configuration
- SpeechLog Backup and Archiving
- Host Monitor and Alarms
- SpeechLog Troubleshooting Tips
- SpeechLog Routine Checkups
- DB Tables and Architecture
- Multiple Site Installation
- SpeechLog Redundancy Installation.
- Best Practice on SpeechLog Implementation

## Duration:

The duration of the course is three days.

## 6. SYSTEM ADMINISTRATION: ON-LINE TUTORIAL

SpeechLog System administration tutorial session is offered on-line and covered the following:

- Manage users and groups.
- Perform daily operations including:
  - Run and save search queries
  - Build and generate reports
  - Build evaluation forms
  - Conduct QA evaluations
  - Prepare and publish quizzes
- Monitor system performance
- System setting

## Duration:

On-line instructor-led 3-hour training session.