



AMC Technology Online Support - Reference Guide

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1. Introduction

This Reference Guide outlines the steps required to register for and obtain online support via the AMC Technology Online Support system. Online support is available to all customers with an active maintenance agreement.

2. Support Web Portal

Support for AMC Technology products is obtained through a c360 web portal. The URL for the web portal is:

<http://www.amctechnology.com/c360.Portal/Index.aspx>

Enter your User Name and Password and Select “Sign In”. Your home page will appear which will allow you to view the knowledge base, manage your profile, view your existing cases, and enter new cases.





3. New User Registration

If you are a new user select “Sign Up”. Enter your e-mail address and select “Submit”.

A screenshot of the AMC Technology web portal's new registration form. The form is titled "New Registration" and contains the instruction "Please enter your email-id." Below this is a text input field labeled "Email Id" and a "Submit" button. The form is set against a background that includes the AMC Technology logo and a large blue curved graphic element.

If your e-mail address is successfully verified against the list of known customers then an e-mail will be sent with the subject “Portal Invitation”. Click on the link provided in the e-mail and enter and confirm your password and click “Register Me”. Upon successful registration you can sign into the web portal.

If you receive an error message then please contact AMC Technology at (888) 282-2457 or send an e-mail to support@amctechnology.com



4. Knowledge Base

The Knowledge Base contains a number of articles covering common questions and common issues. The Knowledge Base allows you to browse by category or search by keyword. Please consult the Knowledge Base prior to entering a Service Case.

AMC TECHNOLOGY

KB Articles | Service Case | Manage Profile

Welcome Support, Manager [Logout]

Browse | Search KB | Ask a Question

KB Articles

- Adapter - Peoplesoft
- Adapter - Salesforce
- Adapter - SAP Web Client
- Adapter - SAP Win Client
- Adapter - Siebel
- Agent Dashboards
- AMC Maintenance
- AMC Services
- CTI - Avaya Computer Telephony...
- CTI - Avaya Interaction Center...
- CTI - Nortel Communication Con...
- Custom Application Adapters
- Data - Avaya Interaction Cente...
- Data - Nortel Hosted Data Exch...
- Email - Response Management
- Email - SMTP
- Error Codes
- Interaction Analytics
- Interaction Assistant
- IVR - Avaya Conversant
- IVR - Avaya IR
- Licensing
- Multi-Channel Integration Serv...
- Multi-Channel Integration Suit...
- Web - IIS Chat

Most Popular Articles...		Last Modified
	Max no of 100 conversions exceeded	11/07/2007
	License Documentation	11/16/2007
	Agent Dashboard does not show Customer Information	11/14/2007
	Telephony Workcenter Settings Disappear	11/07/2007
	When the Agent clicks End Contact, the Telephony work mode changes to After Call Work (ACW) or Not Ready (AUX)	11/14/2007
	Failed to Connect to CCT	11/07/2007
	Read/Not Ready Radio buttons do not show on the SAP IC window	11/07/2007

Latest Additions...		Last Modified
	Upgrade old Dashboard to latest dashboard	12/05/2007
	Dashboard does not display the dock	12/05/2007
	Dashboard display a big time	12/05/2007
	Dashboard lights and state cannot synchronize with hard phone	12/05/2007
	Logon user doesn't have administrative rights	12/05/2007
	Agent Dashboard Remote Server doesn't set to the correct MCIS server IP address	12/05/2007
	Multi instances of AgentDashboardModule.exe in memory	12/05/2007
	License Documentation	11/16/2007
	When the Agent clicks End Contact, the Telephony work mode changes to After Call Work (ACW) or Not Ready (AUX)	11/14/2007
	Agent Dashboard does not show Customer Information	11/14/2007



5. Ask a Question

Select “Ask a Question” to submit a question to AMC Technology. To submit a question enter your name, enter your e-mail address, select a subject, enter your question and select “Submit Question”. A Support Engineer will respond as soon as possible.

The screenshot shows the AMC Technology website interface. At the top left is the AMC TECHNOLOGY logo. Below it are navigation tabs for 'KB Articles', 'Service Case', and 'Manage Profile'. On the right, it says 'Welcome Support, Manager [Logout]'. A secondary navigation bar contains 'Browse', 'Search KB', and 'Ask a Question' (which is highlighted). Below this is a message: 'If you have a query regarding any of our products or services, please don't hesitate to submit your question below. A member of our support team will get in touch with you as soon as possible.' The main form is titled 'Ask a Question!' and contains three fields: 'Your Name:*' with the value 'Support, Manager', 'Subject:*' with a dropdown menu showing '-- General --', and 'Your Question:*' with a large text area. A 'Submit Question...' button is located at the bottom of the form.



6. Managing Your Profile

You can view and update your user profile or change your password by selecting the “Manage Profile” tab. Please keep your profile up to date in case AMC Technology needs to contact you regarding an issue.

AMC TECHNOLOGY

[KB Articles](#) | [Service Case](#) | [Manage Profile](#) | Welcome Support, Manager [Logout](#)

[View Profile](#) | [Update Profile](#) | [Change Password](#)

Portal Preferences			
Language	english		

General			
Salutation	Mr.	Business Phone	(804) 317-0170
First Name	Manager	Home Phone	
Middle Name		Mobile Phone	
Last Name	Support	Fax	
Job Title	Support Manager	Pager	
E-mail	support@amctechnology.com		

Address			
Address 1: Name	AMC Technology	Address 1: State/Province	VA
Address 1: Street 1	7400 Beaufont Springs Driver	Address 1: ZIP/Postal Code	23225
Address 1: Street 2	Suite 101	Address 1: Country/Region	US
Address 1: Street 3		Address 1: Phone	(804) 327-0170
Address 1: City	Richmond		



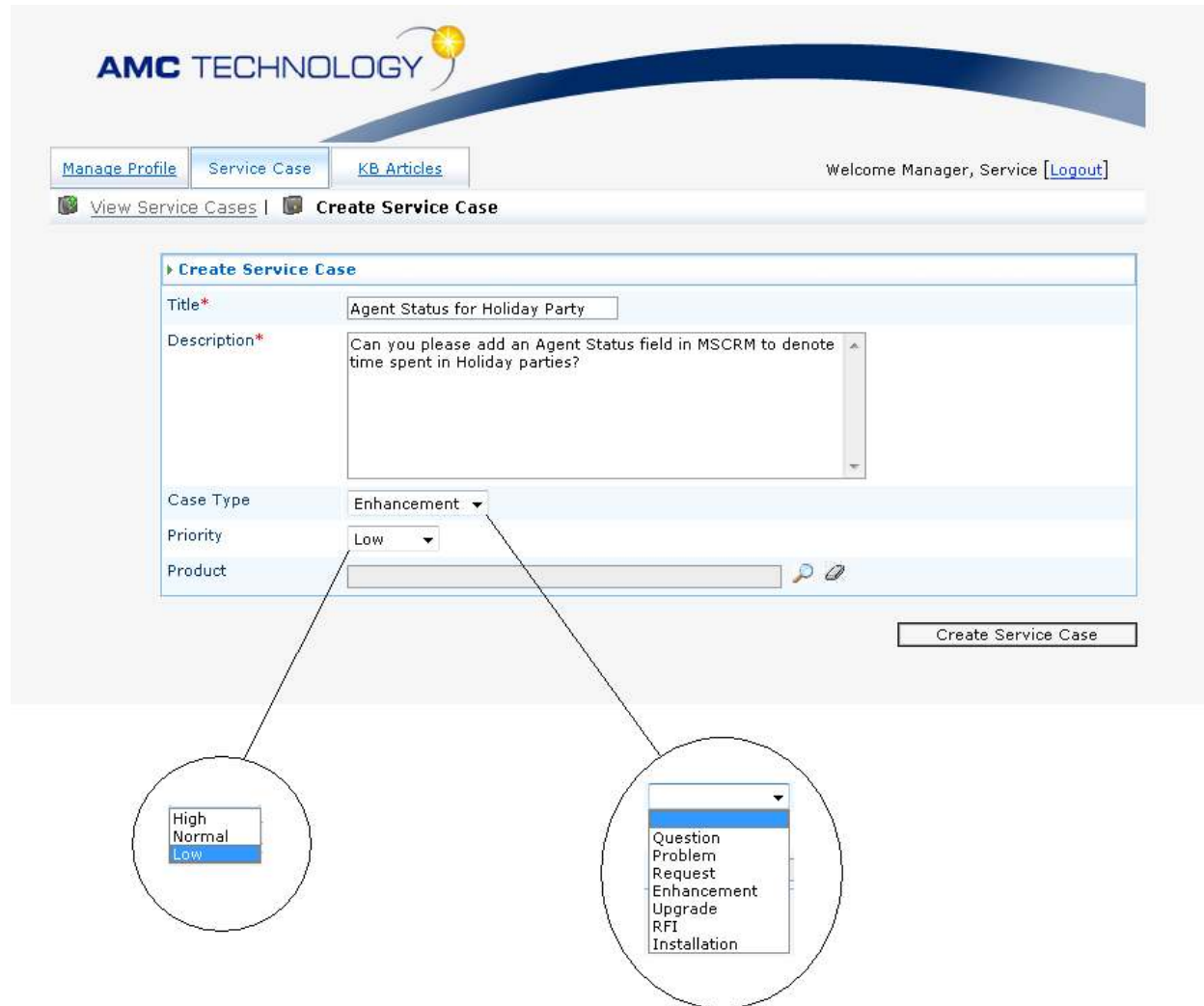
7. View Service Cases

You can view your service cases by selecting the “Service Case” tab and selecting “View Service Cases”. Click on the Title to obtain more details or to re-open closed or resolved issues. Attachments, such as log files, can also be added to existing Service Cases.

Title	Case Number	Created On	Status
MCIS Installation Error	AMC-03968-TGFHP	10/22/2007 11:06 AM	Resolved
Agent Status for Holiday Party	AMC-03969-J3BB0	10/22/2007 11:34 AM	Active
Max # of Agents	AMC-03970-9VHZ6	10/22/2007 11:37 AM	Active

8. Create Service Case

You can enter a new service case by selecting the “Service Case” tab and selecting “Create Service Case”.



The screenshot shows the AMC Technology online support interface. At the top, there is a navigation bar with tabs for 'Manage Profile', 'Service Case', and 'KB Articles'. Below this, there is a breadcrumb trail: 'View Service Cases | Create Service Case'. The main content area is titled 'Create Service Case' and contains the following fields:

- Title***: Agent Status for Holiday Party
- Description***: Can you please add an Agent Status field in MSCRM to denote time spent in Holiday parties?
- Case Type**: Enhancement
- Priority**: Low
- Product**: (Empty field)

A 'Create Service Case' button is located at the bottom right of the form. Two callouts are present:

- A callout for the **Priority** dropdown menu, showing the options: High, Normal, and Low.
- A callout for the **Case Type** dropdown menu, showing the options: Question, Problem, Request, Enhancement, Upgrade, RFI, and Installation.

Enter the title of your case and a detailed description. Select a “Case Type” and a “Priority” and click on “Create Service Case”. You will receive an e-mail upon creation of a new Service Case or upon closure of an existing Service Case.

Attachments, such as log files, can be added to Service Cases after they have been created.



9. Service Level Agreements

The chart below indicates our commitment to responding to and resolving your support requests. Response time is measured from the time the call/case is received until a Support Engineer calls back during contracted maintenance support hours. Resolution times are measured from the point the case is duplicated at AMC until a solution is provided. Medium priority fixes to be incorporated into the next major release are at the sole discretion of AMC.

Priority	Criteria	Response	Resolution/Workaround
Critical	Production down. Product unusable resulting in total disruption/product outage, critical business impact.	Within 2 hours	Within 24 hours
High	Major feature/function failure. Operations severely restricted and no convenient workaround.	Within 4 hours	Within 48 hours
Medium	Limited feature/function failure.	Within 8 hours	Within 2 weeks
Low	Minor feature/function failure. Enhancement. Requests for information.	Within 48 hours	TBD



10. Alternate Support Channels

If you are unable to access the c360 Web Portal then please contact AMC Technology at support@amctechnology.com or by calling (888) 282-2457.

Additional information may be found at www.amctechnology.com/services/support.html

About AMC Technology

AMC Technology is a leading provider of multi-channel integration solutions that allow contact centers to more effectively manage all types of customer interactions and deliver superior levels of customer service. AMC Multi-Channel Integration Suite™ features an open architecture that seamlessly integrates customer relationship management (CRM) applications and contact center solutions. Used every day by thousand's of agents around the globe, our pre-packaged integration solutions are deployed with leading CRM application providers including SAP, Oracle / PeopleSoft, and Microsoft and leading contact center solution providers including Avaya, Cisco, Nortel, and others. Reflecting 10 years of experience with many of the world's leading companies, our customers include more than 75 innovative organizations that rely on AMC solutions to better serve their customers. AMC is a privately held software development company founded in 1995 and headquartered in Richmond, Virginia.

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