



# **AMC Technology Online Support - Reference Guide**

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## 1. Introduction

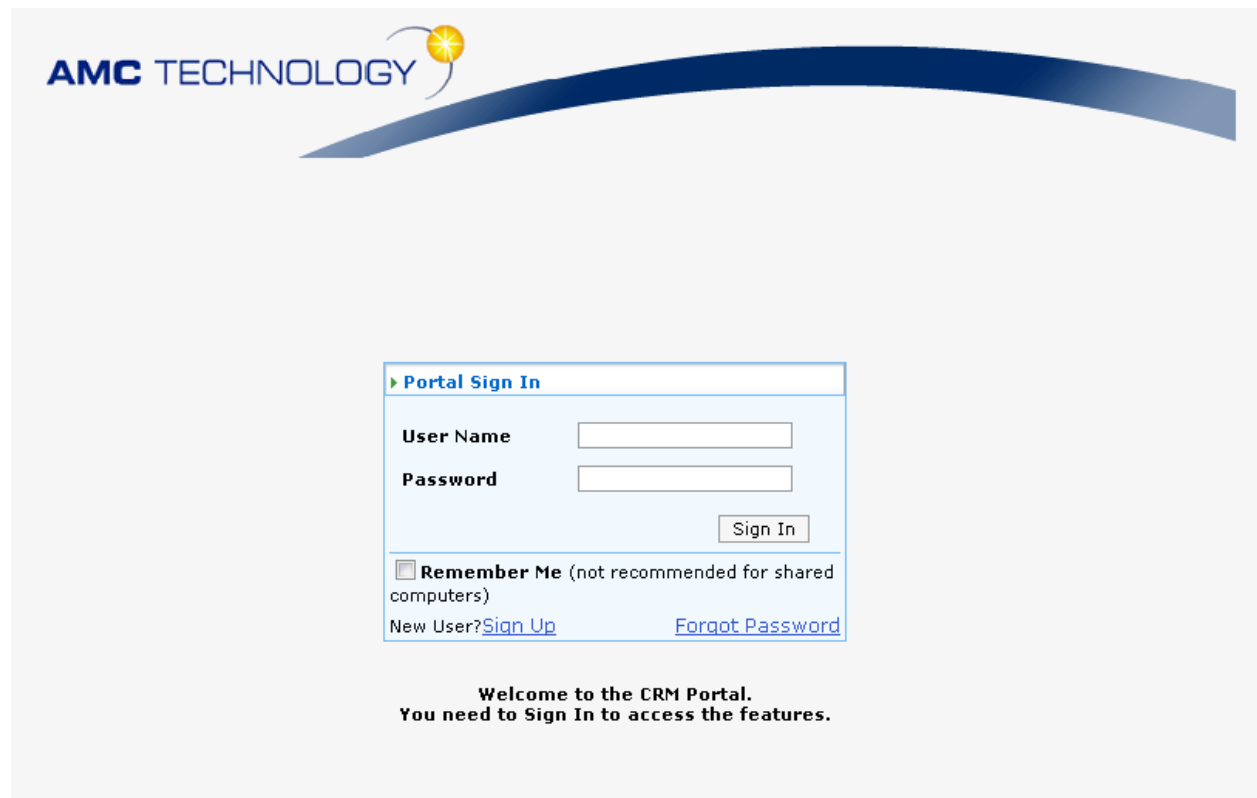
This Reference Guide outlines the steps required to register for and obtain online support via the AMC Technology Online Support system. Online support is available to all customers with an active maintenance agreement.

## 2. Support Web Portal

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

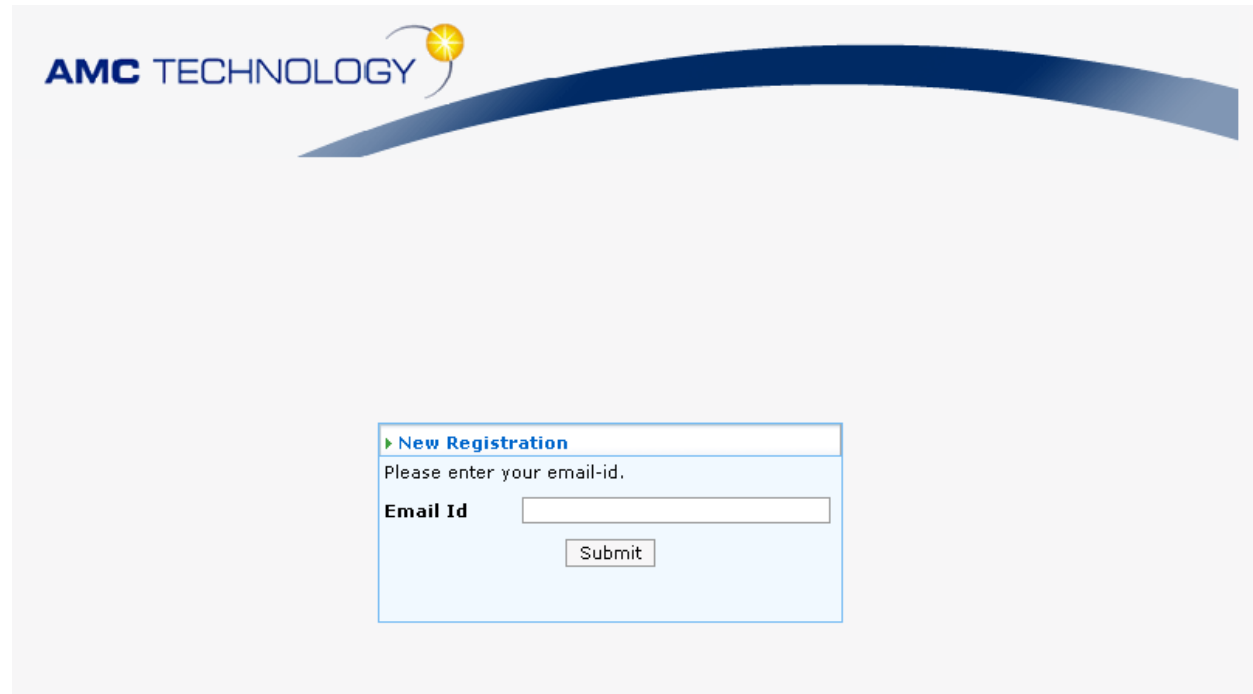
<http://www.amctechnology.com/c360.Portal/Index.aspx>

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”.



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 (800) 390.4866 or send an e-mail to [support@amctechnology.com](mailto: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
<a href="#">Max no of 100 conversions exceeded</a>	11/07/2007
<a href="#">License Documentation</a>	11/16/2007
<a href="#">Agent Dashboard does not show Customer Information</a>	11/14/2007
<a href="#">Telephony Workcenter Settings Disappear</a>	11/07/2007
<a href="#">When the Agent clicks End Contact, the Telephony work mode changes to After Call Work (ACW) or Not Ready (AUX)</a>	11/14/2007
<a href="#">Failed to Connect to CCT</a>	11/07/2007
<a href="#">Read/Not Ready Radio buttons do not show on the SAP IC window</a>	11/07/2007

Latest Additions...	Last Modified
<a href="#">Upgrade old Dashboard to latest dashboard</a>	12/05/2007
<a href="#">Dashboard does not display the clock</a>	12/05/2007
<a href="#">Dashboard display a big time</a>	12/05/2007
<a href="#">Dashboard lights and state cannot synchronize with hard phone</a>	12/05/2007
<a href="#">Logon user doesn't have administrative rights</a>	12/05/2007
<a href="#">Agent Dashboard Remote Server doesn't set to the correct MCIS server IP address</a>	12/05/2007
<a href="#">Multi instances of AgentDashboardModule.exe in memory</a>	12/05/2007
<a href="#">License Documentation</a>	11/16/2007
<a href="#">When the Agent clicks End Contact, the Telephony work mode changes to After Call Work (ACW) or Not Ready (AUX)</a>	11/14/2007
<a href="#">Agent Dashboard does not show Customer Information</a>	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 online support interface. At the top left is the AMC TECHNOLOGY logo. Below it are three navigation tabs: "KB Articles", "Service Case", and "Manage Profile". On the right, it says "Welcome Support, Manager [Logout]". Below the navigation is a menu with "Browse", "Search KB", and "Ask a Question" (which is highlighted). A message reads: "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 the following fields:

Your Name:*	<input type="text" value="Support, Manager"/>
Subject:*	<input type="text" value="-- General --"/>
Your Question:*	<input type="text"/>
<input type="button" value="Submit Question..."/>	



## 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.

The screenshot shows the AMC Technology user profile management interface. At the top, there is a navigation bar with three tabs: "KB Articles", "Service Case", and "Manage Profile". The "Manage Profile" tab is selected. To the right of the navigation bar, it says "Welcome Support, Manager [Logout]". Below the navigation bar, there are three icons with labels: "View Profile", "Update Profile", and "Change Password".

The main content area is divided into three sections:

- Portal Preferences:** A table with one row: Language: english.
- General:** A table with the following rows:

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:** A table with the following rows:

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.

<a href="#">Title</a>	<a href="#">Case Number</a>	<a href="#">Created On</a>	<a href="#">Status</a>
<a href="#">MCIS Installation Error</a>	AMC-03968-TGFHP	10/22/2007 11:06 AM	Resolved
<a href="#">Agent Status for Holiday Party</a>	AMC-03969-J3BB0	10/22/2007 11:34 AM	Active
<a href="#">Max # of Agents</a>	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 web interface for creating a service case. The page header includes the AMC logo and navigation tabs: [Manage Profile](#), [Service Case](#), and [KB Articles](#). A user greeting reads "Welcome Manager, Service [Logout]". Below the navigation is a breadcrumb trail: [View Service Cases](#) | **Create Service Case**.

The main form, titled "Create Service Case", contains the following fields:

- Title\***: Text input field containing "Agent Status for Holiday Party".
- Description\***: Text area containing "Can you please add an Agent Status field in MSCRM to denote time spent in Holiday parties?".
- Case Type**: Dropdown menu set to "Enhancement".
- Priority**: Dropdown menu set to "Low".
- Product**: Text input field with search and edit icons.

A "Create Service Case" button is located at the bottom right of the form.

Two callouts are present:

- A circular callout on the left points to the **Priority** dropdown menu, showing a list with "High", "Normal", and "Low" (the selected option).
- A circular callout on the right points to the **Case Type** dropdown menu, showing a list with "Question", "Problem", "Request", "Enhancement" (the selected option), "Upgrade", "RFI", and "Installation".



General	Notes and Article
Title	<input type="text"/>
Customer	<input type="text"/>
Subject	<input type="text"/>
Case Origin	<input type="text"/>
Case Number	<input type="text"/>
Responsible Contact Email	<input type="text"/>
Responsible Contact	<input type="text"/>
Description	<input type="text"/>
Steps to Recreate Issue	<input type="text"/>
Business Impact	<input type="text"/>
Current Workaround	<input type="text"/>
Environments Impacted	<input type="text"/>
When did this Functionality last work	<input type="text"/>
Time interval of issue	<input type="text"/>

Enter all the information about the issue 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. If the files are large, then request access to the ftp site - <ftp://www.amctechnology.com/>.



## 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 is received until a Support Engineer calls back during contracted maintenance support hours. Resolution times are measured from the point the problem is duplicated at AMC, until a solution is provided. Priority 3 fixes to be incorporated into the next major release are at the sole discretion of AMC.

Priority	Criteria	Response	Resolution/Workaround
Critical/Severity 1	<p>Production down. Product unusable resulting in total disruption/product outage, critical business impact with no workaround.</p> <p>Example: All agents across a location or multiple locations cannot log into the soft phone.</p>	Within 1 business hour.	Within 1 business day. Candidate for off cycle release as break/fix.
High/Severity 2	<p>Major feature/function failure. Operations severely restricted and no convenient workaround.</p> <p>Example: AMC Software is preventing agents from transferring or conferencing; screen pop presents incorrect data or does not allow manual search.</p>	Within 4 business hours.	Within 2 business days. Candidate for off cycle release as break/fix.
Medium/Severity 3	<p>Limited feature/function failure.</p> <p>Example: Additional disposition code is being displayed, screen is sized incorrectly.</p>	Within 1 business day.	Candidate for Scope inclusion in next maintenance release or Off Cycle Development Services.



<b>Priority</b>	<b>Criteria</b>	<b>Response</b>	<b>Resolution/Workaround</b>
Low/Severity 4	Minor feature/function failure. Enhancement. Requests for information. Example: Call disposition comment box does not allow more than 1500 characters.	Within 1 business day.	Best effort candidate for Scope inclusion in next maintenance release or Off Cycle Development Services.



## 10. Alternate Support Channels

If you are unable to access the c360 Web Portal then please contact AMC Technology at [support@amctechnology.com](mailto:support@amctechnology.com) or by calling (800) 390.4866.

Additional information may be found at [www.amctechnology.com/services/support.html](http://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 products are deployed with leading CRM application providers including SAP, Salesforce, Oracle, PeopleSoft, Siebel and Microsoft and leading contact center solution providers including Aspect, Avaya, Cisco, Nortel, and others. Reflecting our years of experience with many of the world's leading companies, our customers include hundreds of 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.

#### AMC Technology, L.L.C.

155212 Midlothian Turnpike, Suite 301, Midlothian Virginia 23113  
Tel: 804-419-8600 • 1-800-390-4866 • Fax: 804-419-8601  
[sales@amctechnology.com](mailto:sales@amctechnology.com)  
[www.amctechnology.com](http://www.amctechnology.com)

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