

IVC Service Document

Key Contact Routes for Telephony Issue

In Hours Support or Service

Requests:

02036753399

cloudsupport@onecom.co.uk

Out of Hours Emergency:

01276405882

PIN: 9176

For queries relating to your internet connection, PCs, Wi-fi, Practice Management System or other clinic devices please contact IVC Service Desk as per IVCs process:

Call: 01225 489810

Email: support@ivcevidensia.com

Information to Include When Logging a Ticket:

Logging a new Incident

- Practice Name (inc Surg Code) – Name, Telephone Number and email address
- Incident Severity Type (P1, P2, P3)
- Description of fault including details of symptoms experienced
- Impact to the business
- Effect on users/services
- Customer reference number

Logging a new Service Request

- Practice Name (inc Surg Code) – Name, Telephone Number and email address
- Detailed Description of change required

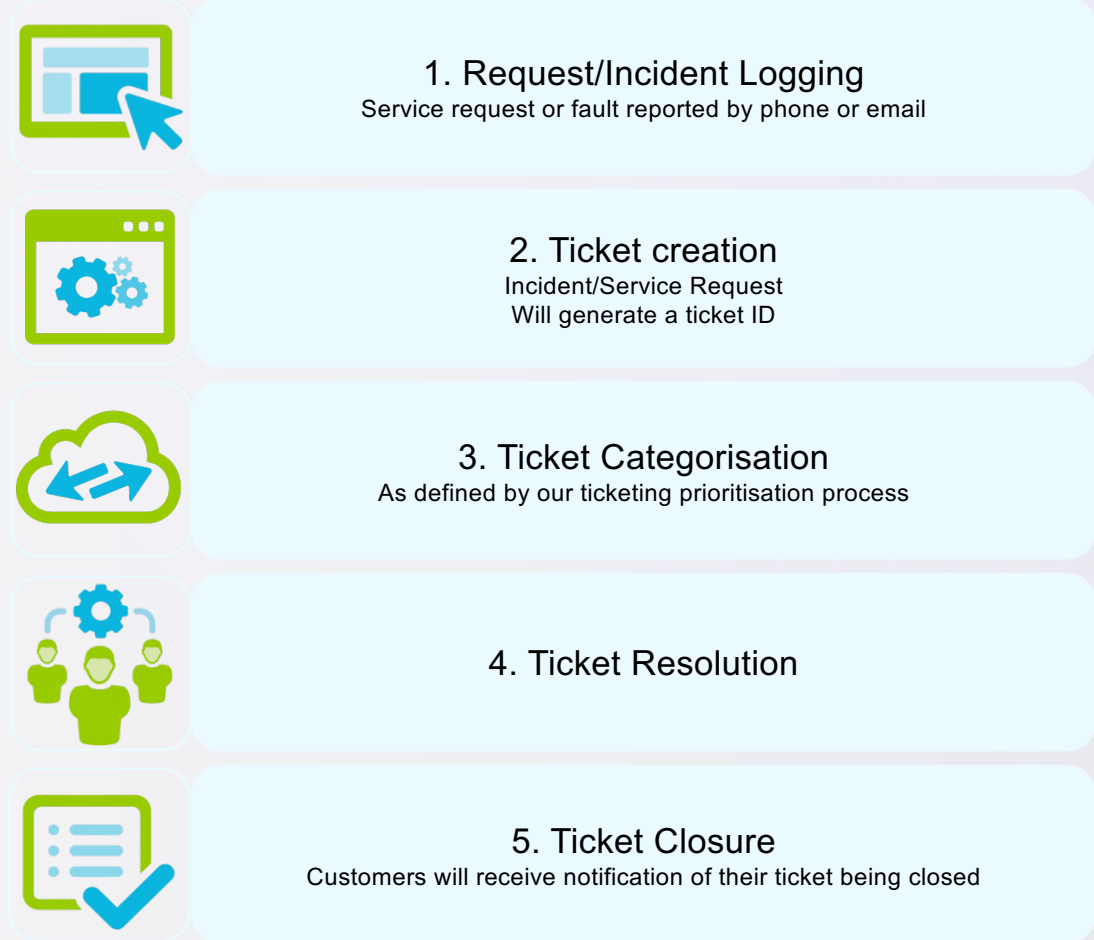
Support Desk contact details and ticketing process

For queries relating to your telephony issues please contact Oncom:

Call: 02036753399
 Email: cloudsupport@onecom.co.uk

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Service Level Agreement

Service the SLA supports:

- ✓ First to third line requests
- ✓ Adds moves and changes
- ✓ Fault troubleshooting and resolution

What is measurable:

- ✓ Number of tickets created
- ✓ Time taken for human response in line with SLA
- ✓ Resolution time
- ✓ Customer Satisfaction

Priority Type	Level	Description	Response SLA	Resolution SLA	Support hours (Mon-Fri)
P1	High	Total loss of service affecting all users at all sites in a group.	1 Hour	1 Day	07:30 – 18:00
P2	Medium	Service affecting fault that is medium in risk affecting several user or applications. This includes a single site in a multi-site group being down where calls can be diverted to another site.	2 Hours	2 Days	07:30 – 18:00
P3	Low	Low risk and low impact service affecting faults such as single/small number of users and internal calls	8 Hours	5 Days	07:30 – 18:00
P3 Service Request	Low	Standard changes which are executed repeatedly and assigned a low risk to normal service operation. i.e. user updates, diverts etc	8 Hours	5 Days	07:30 – 18:00

Team	Initial Contact Point	Escalation Point	Leadership Escalation Point		
Enterprise Cloud Support For customer technical support related to Fixed Line, Connectivity, Teams, 8x8, Mitel, Five9 and general solutions support requirements	0203 675 3399 cloudsupport@onecom.co.uk	EnterpriseCloudManagers@onecom.co.uk Duty Manager (On Request)	Duty Manager (On Request)	Head of Enterprise CX Lee Woods 07702 367662 lee.woods@onecom.co.uk	
Enterprise Mobile Support A first point of contact for all day-to-day customer service enquiries relating to mobile services	01489 665300 customerservice@onecom.co.uk	Team Managers businesscsmanagement@onecom.co.uk Duty Manager (On Request)			Head of Service Improvement & Customer Experience Fozia Ishaq 07587 036695 Fozia.ishaq@onecom.co.uk
Major Incident Management Contact point for Major Incident and MSO Management	0203 675 3399	Duty Manager (On Request)			

Onecom OOH support and escalation functions are on a Helpdesk-to-Helpdesk basis, not helpdesk to end user unless explicitly agreed between both organisations

Duty Manager Escalation

Whilst our support teams will proactively engage the OOH Onecom Duty Manager when required, if there is a need to speak to the Onecom Duty Manager, please call the 24x7 support team on 0203 675 3399 and request to speak to them.

Incident Management Engagement

Our MIM team are proactively engaged by the Onecom support team for High Priority Incidents and Major Service Outages. The Onecom MIM will then reach out to the customer Incident Manager. If however, there is a need to speak to our MIM prior to this engagement being triggered, please request through the Onecom support team.

Business Hours

OOH / 24x7x365

Rate Card

Remote Working			
		Basic	Advanced
In Hours	Maintenance Holder	£0	£79
In Hours	Non-Maintenance Holder	£79	£114
Out of Hours	Maintenance Holder	£115	£120
Out of Hours	Non-Maintenance Holder	£135	£171

Day Rates		
	Half Day	Full Day
In Hours	£350	£600
Out of Hours (inc weekends & Bank Holidays)	£604	£1029

Call Out Charges		
	In Hours	Out of Hours
Engineering Call Out (Inc 1 st hour)	£200	£340
Engineering Subsequent Hours	£75	£99

Onecom Knowledge Centre

- Please follow the link below to access training videos and factsheets relating to the Horizon system

<https://www.onecom.co.uk/ivc-knowledge-centre>

IVC Knowledge Hub

Watch training videos or download factsheets

Getting started - Gamma Horizon

PDF handset quick guides

Practice Manager and technical support

Getting started - Gamma Horizon

Introducing Horizon

Getting started - Gamma Horizon

PDF handset quick guides

Practice Manager and technical support

Account Services

Raise a Support Ticket

To raise a ticket email support@solutionip.co.uk

Getting started - Gamma Horizon

Introducing Horizon

Poly VVX450 & VVX250 Button display guide

Hold or mute a call

Answer a call

Transfer a call

Making internal & external calls

Managing voicemail

PDF handset quick guides

Polycom 250 IP Phone user guide

Polycom 450 IP Phone user guide

Yeslink W52P IP Phone user guide

Yeslink W73P IP Phone user guide

Avaya 1408 IP Phone user guide

Avaya 1616 IP Phone user guide

Avaya 1608 IP Phone user guide

Avaya 3730 DECT Handset Guide user guide

To raise a ticket email support@solutionip.co.uk

onecom

www.onecom.co.uk