Level 1 Service Catalogue

Level 1 handles three basic processes – Service requests (requests for operational tasks), Change requests (changes to services), and Incidents (disruption of services). All requests that cannot be solved by Level 1 are escalated to Level 2.

The service catalog is structured based on the services offered and described in the following columns for each service.

Legend:
Level 1 / Level 2 - defines the level of knowledge expected to perform a task
Costs - Cost subject to change
Order - A separate order is required
MD/MH - man-day/man-hour
WD - Working Day
OoWH - Outside of Working Hours

1 Basic services

Service	Definition	Level 1	Level 2	Costs[4]
On-call support (WD 9-17)	Call support for users during working hours.	Yes	No	-
On-call support (OoWH)	Call support for users outside working hours.	Yes	No	-
Email/webchat support (WD 9-17)	Email/Webchat support for users during working hours.	Yes	No	-
Email/Webchat support (OoWH)	Email/Webchat support for users outside working hours.	Yes	No	-

2 Service requests

2.1 New installations
Level 1 can independently prepare simple installations.

Service	Definition	Level 1	Level 2	Costs[4]
New installation (simple)	Less than 10 omnichannel licenses/15 voice licenses. No integrations (except iFrame/event). Only cloud based.	Yes	No	2 MD[5]
New installation (complex)	More than 10 omnichannel licenses/15 voice licenses. Custom integrations, analog/ISDN. On-premise, VPN, external SIP trunk.	No	Yes	3-20 MD
Virtual machine installation	Installation and preparation of a new clean virtual machine.	No	Yes	0,5 MD

2.2 Current installations
Level 1 can do almost all admin changes/modifications on its own installations.

Service	Definition	Level 1	Level 2	Costs[4]
Users	List of users (Add/Change/Remove)	Yes	No	1 MH
	Accesses (Add/Change/Remove)	Yes	No	1 MH
	Rights (Add/Change/Remove)	Yes	No	1 MH
	Call Permissions (Add/Change/Remove)	Yes	No	1 MH
	External users (Add/Change/Remove)	Yes	No	1 MH
	Additional Licences (Add/Change)	No	Yes	0,5 MH
Devices	SIP Devices (Add/Remove)	Yes	No	0,5 MH
	External numbers (Add/Remove)	Yes	No	0,5 MH
	Generic PBX Devices (Add/Remove)	Yes	No	0,5 MH
	MS Teams Devices (Add/Remove)	Yes	No	N/A[3]

	Provisioning (Add/Change/Remove)	No[1]	Yes	N/A[3]
Queues	Create, activate, deactivate, remove	Yes	No	1 MH
Call Scripts	Create, activate, deactivate, remove	Yes	No	1 MH
CRM Database	Contact form (Create, Update, Remove)	Yes	No	1 MH
	Account form (Create, Update, Remove)	Yes	No	1 MH
	Relations (Update)	Yes	No	1 MH
CRM Record types	Form (Create, Update, Remove)	Yes	No	1 MH
	Relations (Update)	Yes	No	1 MH
Tickets	Views (create, assign, update, remove)	Yes	No	1 MH
	Categories (Create, Update, Remove)	Yes	No	1 MH
	SLA (Create, Update, Remove)	Yes	No	1 MH
	Macros (Create, Update, Remove)	Yes	No	1 MH
	Integrations	No	Yes	N/A[3]
Social Media	Views (create, assign, update, remove)	Yes	No	1 MH
Knowledge Base	Folders (Create, Update, Remove)	Yes	No	1 MH
	Tags (Create, Update, Remove)	Yes	No	1 MH
Routings	Calls (Create, Update, Remove)	Yes	No	2 MH
	Emails (Create, Update, Remove)	Yes	No	1 MH
	Webchat (Create, Update, Remove)	Yes	Yes	N/A[3]
	SMSes (Create, Update, Remove)	Yes[2]	Yes	1 MH[7]
	Facebook Messenger (Create, Update, Remove)	Yes	No	2 MH
	Whatsapp (Create, Update, Remove)	Yes[2]	Yes	0,5 MD[7]
	Viber (Create, Update, Remove)	Yes[2]	Yes	0,5 MD[7]
	Instagram Direct Messages (Create, Update, Remove)	Yes	No	2 MH
Settings	Blacklists (Create, Update, Remove)	Yes	No	0,5 MH
	Groups (Create, Update, Remove)	Yes	No	0,5 MH
	Pauses (Create, Update, Remove)	Yes	No	1 MH
	Statuses (Create, Assign, Update, Remove)	Yes	No	1 MH
	Tabs (Create, Update, Remove)	Yes[3]	No	2 MH
	Templates (Create, Assign, Update, Remove)	Yes	No	1 MH

	Time groups (Create, Assign, Update, Remove)	Yes	No	1 MH
	QA Forms (Create, Assign, Update, Remove)	Yes	No	2 MH
	Events	No	Yes[3]	0,5 MD
	Agent greetings (Create, Update, Remove)	Yes	No	1 MH
Analytics	Metrics (Create, Update, Remove)	Yes[3]	No	2 MH
	Custom metrics (Create, Update, Remove)	Yes[3]	No	2 MH
	One metric widget (Create, Update, Remove)	Yes[3]	No	2 MH
Global settings	Update	Yes	No	1 MH
Integration	Ready-made integrations (Create)	Yes[2]	Yes	1 MH

3 Change requests

Level 1 can't do any customization/development, this needs to be taken up with level 2.

Service	Definition	Level 1	Level 2	Costs[4]
Customizations	Custom changes that can be made in GUI.	No	Yes	0,5-10 MDs
Integrations	Integrations with 3rd party services.	No	Yes	N/A[3]
Custom development	Larger development.	No	Yes	N/A[3]

4 Incidents

Level 1 can solve basic customer problems with the help of an internal knowledge base and based on their traiing. More complex incidents need to be escalated to Level 2 with a requested details of analysis.

Service	Definition	Level 1	Level 2	Costs[4]

Incident logging and categorization	Raising tickets, basic incident analysis.	Yes	Yes	-
Basic troubleshooting	Solving problems that are known to Level 1.	Yes	Yes	-
Incidents escalation	Escalating incidents with all relevant information in the ticket.	Yes	No	-
Log investigation	Logs analysis.	Yes	Yes	N/A[5]
Level 2 incident resolution	Solving complex issues.	No	Yes	-
Major incidents handling	Managing major incidents.	No	Yes	-
SIP trunk incident resolution	Solving local SIP trunks problems.	Yes	Yes	-

[1] *Not available.*

[2] *Level 1 can do most of the work, but assistance from Level 2 is needed.*

[3] *Always subject to analysis.*

[4] *Rough estimates.*

[5] *Time&material.*

[6] *Always subject to price calculation (see the price calculator).*

[7] *Additional activation fee will be charged (see the price calculator).*