



## Communications OMNIworks

### **TECHNICAL SUPPORT SERVICES (Direct Customers)**

Customer Contact Management Systems MedTel Services offers two support options for the OMNIWorks contact center product line. Some of the services we provide are:

#### **Silver Plan**

The SILVER plan provides customer support during the hours of 8:00 a.m. to 8:00 p.m. Eastern Standard Time (EST), Monday through Friday, excluding MedTel Services holidays.

Under the SILVER plan MedTel Services provides a complete diagnosis of customer-reported problems and offers remedial maintenance consultation, engineering improvements, software maintenance updates, and/or product-specific software updates. During non-SILVER hours, MedTel Services will provide support under Emergency situations where the customer, using normal system recovery actions, cannot restore the system.

#### **Direct Maintenance**

Direct maintenance is performed at direct customer site locations and reserved for customers within a fifty-mile radius of MedTel Services' Support Offices in Kennesaw, GA, and Petaluma, CA. Direct Maintenance Support pricing is calculated on a per site basis.

