

## **Sound Business Systems Service Level Objectives**

Contact Details:	
Phone:	0800 DICTATE (342 828)
Email:	<a href="mailto:support@soundbusiness.co.nz">support@soundbusiness.co.nz</a>
Hours of Operation:	Monday – Friday (excluding Public Holidays) 8:30am – 5.00pm

**NB: Non-SLA Customers/Training may incur a support fee of \$150ph (ex gst) charged in 15 min increments.  
(Minimum charge 30mins)**

### **RESPONSE TIMES**

*Expected Response time made by Support Desk based on working hours.*

<b>Workgroup</b>	<b>Type</b>	<b>Description</b>	<b>Response TAT</b>	<b>Intent to Rectify/Schedule</b>
SALES	Trial	Trial Site / User	1 days	5 Days
	Install	New Site	1 Days	5 Days
SUPPORT	System Down	System-wide failure. Resulting in <b>most</b> users being unable to use/access the Product.	1 hour	4 hours
	Product Issue	Failure affecting a specific user and/or an issue that hinders but does not prevent use by most users	4 hours	1 day
	Change Request	New User; User/License Change; Workflow Change;	1 days	2 days
	System Admin advice	Sys Admin guidance required	1 days	2 days
	Training	New User training	1 days	5 days

### **REQUIRED INFORMATION**

#### **Support Type:**

- System Down: Affects all/most users. No one is able to use the system
- Technical Issue: Affects one or some users. Most people are able to use the system.
- Change Request: Additional Licenses, New hardware, Changes to a current user
- Sys Admin Advice: Nominated Sys Admin requires assistance
- Training: Additional user training for existing site

#### **Details:**

- User Name and Contact Details.
- PO number (if required)
- Date and Time the issues occurred or first occurred
- Constant or Intermittent issue
- Product and version of Software /Hardware (Foot pedal, Headset, PC Details etc)
- Recent Environment Changes
- Troubleshooting Steps already taken:
  - Does the problem move with the user?
  - Any system changes / New hardware etc before issues started
  - Rebooted PC
  - Hardware Changes
  - Screen shots of error messages
  - Log Files where applicable

*Issues related to the Customers network, hardware, other software, internet and/or response times from the Customers IT supplier or the Vendors Software supplier are beyond the control of Sound Business and shall not be considered in conjunction with or have impact on this agreement.*