

PART A: OPTYMYSE MANAGED SERVICE PACKAGE

Cover	UK CLOUD CUSTOMERS	ROW CLOUD CUSTOMERS
Hours of Cover (Working Hours are hours lapsed during the Working Hours, Working Days are days lapsed during the Hours of Cover)	Mon-Sun 09:00 -17:00 (UK excl UK Bank Holidays)	Mon-Fri 09:00 -17:00 (UK excl UK Bank Holidays)
Response Schedule:		
Acknowledge within (from Customer logging ticket)	4 Working Hours	8 Working Hours
	4 Working Hours	8 Working Hours
Confirm within (from Supplier Acknowledgement)	Working on reasonably continued basis until complete	Working on reasonably continued basis until complete
Resolve within (from Supplier Confirmation)		



PART B: DESCRIPTION:

Managed Service Covers the following on both Display and Agile templates:

- Corporate branding (logos, colour schemes and font selection)
- Placement of required elements and data labels.
- Set-up of scheduled messaging.
- Smart trigger configuration (includes input of all calculations and formulas).
- Multi-page set-up.
- RSS Scroller set-up.
- Virtual notice board design.
- Dynamic Agent Grids configuration

Response Schedule:

- **Acknowledge** - A live SJS representative has reviewed the Customer's service request and ensured that it has been assigned to a representative within the period set out in Part A above.
- **Confirm** - The assigned service representative has determined a course of action for resolution and quoted a resolution time and any additional costs, within the period set out in Part A above.
- **Resolve** - The Customer's managed service request has been resolved. The communication from the Supplier's service representative will describe what was done to achieve resolution. The Supplier cannot guarantee a resolution time if work can not be completed due to issues with network, equipment or data feeds used by the Software or the software itself. In this case any issues would be passed over to our support team and would be covered by our support SLA.

Response Type:

Responses will be provided through Supplier's support ticketing system or via email.

Access:

SJS will access the clients cloud system to make any requested changes. Login will be via the default admin login account on Optymyse. If the admin account password has been changed by the customer/ reseller they will need to notify SJS of the new password, so that any changes can be managed.