



# Customer Service

**TDI's Customer Service protects you 24 X 7 X 365**

**TDI Customer Support offers a portfolio of options designed to maximize uptime and reduce your internal IT costs. Our Support organization is dedicated to resolving your issues quickly and effectively. We view every support engagement as an opportunity to demonstrate our commitment to customer satisfaction. You can count on us to help you receive the most from your TDI technology investments.**

## Highlights

- Choose the level of support you require
- Rapid problem resolution
- Formalized escalation and communications procedures
- Well-trained and experienced support staff

## SERVICE PLANS

TDI provides a Warranty Period on hardware and software as set forth in the End User License Agreement (EULA). During the warranty period, you will be provided with the same service as those on our Platinum service plan. Following the expiration of the warranty, a system can be supported under a TDI Customer Service Agreement (CSA). Currently, there are two plans, Platinum and Gold.

**Platinum CSA** – TDI provides customer service 24 hours a day, 7 days a week. In addition to technical support, this service agreement provides you with an extended warranty on system hardware and software, and access to software updates. Platinum CSA includes next day hardware replacement and on-site hardware service.

**Gold CSA** – TDI provides customer service 24 hours a day, 7 days a week. In addition to technical support, this service agreement provides you with an extended warranty on system software and access to software updates. Hardware warranty is not covered under this agreement.

If you have special requirements, let us know. We can customize your support agreement to meet your needs.

## MULTI-VENDOR TROUBLESHOOTING

We know that dealing with a cross-vendor issue like a telephony problem can be very stressful if vendors take the attitude of "not my issue." That is not our approach — when you have an issue, we have an issue! We are committed to assisting with any issue that impacts your system. We will work with your IT organization and other vendors to help diagnose and resolve telephony, network, or other issues.

## AUTOMATIC ESCALATION PROCEDURE

When you contact us, we create a trouble ticket and assign a severity level based on your input and type of service. There are four severity levels for customers with an active CSA:

- C1 — System is down or your organization is severely impacted by the issue.
- C2 — System is moderately impaired or your organization is measurably impacted by the issue.
- C3 — System has an issue but there is no measurable impact to your organization.
- C4 — Minor system issues or user questions.

"Customer service and a desire to understand our business were key factors in evaluating a dialer solution. TDI has continuously displayed their willingness and desire in these areas."

### Doug Fall

Director of Sales & Telemarketing  
Time Warner Cable, Albany Division

For customers without a CSA, there are three severity levels:

- NC1 — System is down or your organization is severely impacted by the issue.
- NC2 — System is moderately impaired or your organization is measurably impacted by the issue.
- NC3 — All other issues or questions.

The support organization is divided into two groups: Front-line Support (FLS) and Advanced Technical Support (ATS). When a ticket is created, we set the response time based on the severity level. This means that we will have an FLS technician contact you as soon as he is available but no later than the response time.

Once the FLS technician is working your issue, an escalation time is set. If the FLS technician does not have a clear path to resolution by the end of the escalation time, the ticket is automatically escalated to a ATS technician. The ATS technician will assist with the ticket until a resolution plan is made. Occasionally, due to call volumes, a ticket may get assigned immediately to an ATS technician. If this is the case, the automatic escalation does not apply.

Severity Level	Response Time	Escalation Time
CSA Active (C1)	10 minutes	30 minutes
CSA Active (C2)	1 hour	2 hours
CSA Active (C3)	4 hours	As needed
CSA Active (C4)	24 hours	As needed
CSA Inactive (NC1)	15 minutes	45 minutes
CSA Inactive (NC2)	1.5 hours	3 hours
CSA Inactive (NC3)	24 hours	As needed

This automatic response and escalation procedure only applies to customers with an active CSA. For customers without a CSA, we will make best efforts to meet these timeframes, but CSA customers take precedence.

## REMOTE DIAGNOSTICS

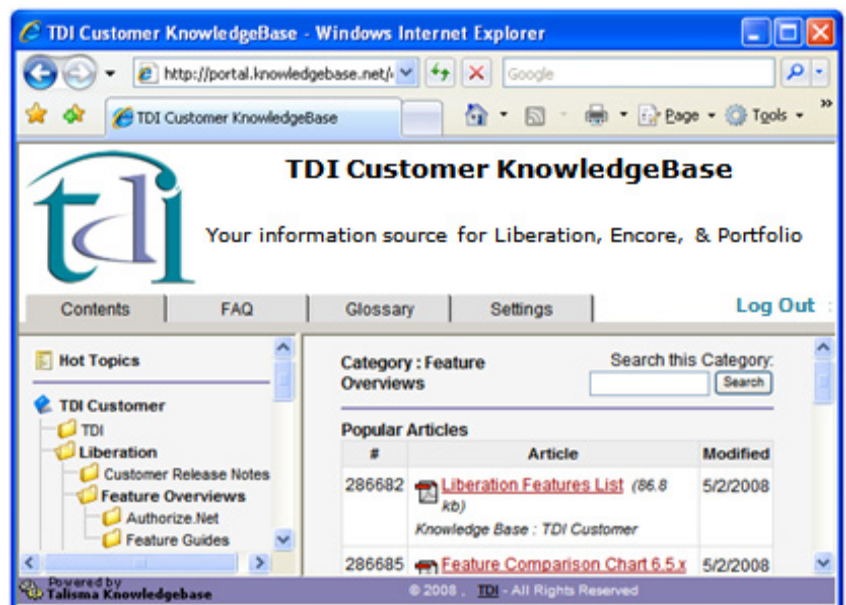
We are able to support your system remotely using the latest web-enabled remote access tools. Our technicians can access your system to investigate a problem or help answer a question by showing how a procedure is performed.

## SOFTWARE ENHANCEMENTS

A TDI CSA provides the opportunity for you to receive maintenance enhancements to the current system software version at no charge.

## KNOWLEDGEBASE

Our on-line KnowledgeBase is available to you when you have an active CSA. It contains all the latest product information as well as a "frequently asked questions" (FAQ) section. Finding information in the KnowledgeBase is easy; the structured organization and search tool allows you to quickly access the information you need.



## SUPPORT TICKET CREATION

To open a support ticket, TDI customers have several options:

Phone: **800.537.6440**

Email: **Support@TDIinc.com**

Web: **<http://TDIinc.com/web-ticket.php>**

TDI uses a dedicated CRM application for trouble ticket management. Please keep in mind, you should always call into service for urgent issues. Submitting tickets via an email or web is for non-urgent issues.

## CUSTOMER SATISFACTION ESCALATION

100% customer satisfaction is our mission. If you ever feel you are not getting the level of service you expect, please let us know.

<b>Level 1 Escalation</b>	Brian Welch, Manager	480.538.7711 bwelch@TDIinc.com
<b>Level 2 Escalation</b>	Rita Dearing, COO	480.538.7701 rdearing@TDIinc.com
<b>Level 3 Escalation</b>	Kathleen Kelly, CEO	480.538.7700 kkelly@TDIinc.com

### About TDI

TDI is a leading provider of revenue accelerating solutions for the contact center industry. For 25 years organizations have relied on TDI's proven technology, innovative solutions, and quality services to develop their workforce, optimize the customer experience, and improve sales and service revenues.

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