

Intelligent Hands

an add-on to standard ICC Support



As a VoIP service provider, your primary focus is to efficiently deliver a good quality Branded VoIP service to your customer base. Technical expertise may, or may not be your core competency yet your customers still expect optimal performance and Service Level Agreements.

All of ICC's Cloud-based Branded VoIP Partners already receive ICC Networks highly regarded Technical Support Service as part of their rental package and this support will continue unchanged. Its features already include:

- 24/7 Ticket Support by email or website.
- Service supported in accordance with written SLA
- Technical escalation Process to Account Manager or Technical Director

But now, by extending your partnership with ICC Networks, Intelligent Hands can help you leverage technical support as a key differentiator in a highly competitive market.

An Overview

Designed to relieve you of the more detailed and time consuming tasks associated with the management of your VoIP service in the Cloud, ICC Networks now offers two Premium Technical Support services in the form of ICC Intelligent Hands and Branded Intelligent Hands.

ICC Intelligent Hands:

All features of ICC Technical Support plus...

Day to day technical tasks and activities, including;

- o New Tariff setup and Updates
- o New Vendor Set up
- o New Campaign setup
- o New Payment gateway setup
- o Fault management
- o Vendor liaison
- o Service testing

Plus live telephone support (UK 9-5 for an additional fee)

Branded Intelligent Hands

All features included in the ICC Technical Support

All features included in Intelligent Hands

Branded support to your resellers, vendors and wholesale customers

Live Branded telephone support (UK 9-5 for an additional fee)

Outsource Support
to Drive Excellence



ICC Intelligent Hands

Leave the technical know-how and routine day-to-day tasks of managing a VoIP network to those most skilled to deliver optimal service. With Intelligent Hands, you never again need to worry about the status of your VoIP service.

VoIP service providers can eliminate the focus on tariff changes and fault finding to instead deliver optimal performance and increased profitability.



Branded Intelligent Hands

Branded Intelligent Hands allows you to take the benefits of your normal ICC technical support, plus your ICC Intelligent Hands support and deliver that to your own customer base, in your own brand.

	ICC Support	ICC Intelligent Hands	Branded Intelligent Hands
24/7 Ticket Support by email or website.	X	X	X
Service supported in accordance with written SLA	X	X	X
Technical escalation Process to Account Manager or Technical Director	X	X	X
Day to day technical tasks and activities, including;	--	X	X
<i>New Tariff setup and Updates</i>			
<i>New Vendor Set up</i>			
<i>New Campaign setup</i>			
<i>New Payment gateway setup</i>			
<i>Fault management</i>			
<i>Vendor liaison</i>			
<i>Service testing</i>			
Branded support to your resellers, vendors and wholesale customers	--	--	X
Live telephone support (UK 9-5 for an additional fee)	--	O	--
Live Branded telephone support (UK 9-5 for an additional fee)	--	--	O

O: Optional X: Available --: Not Available



Priority Response with Intelligent Hands

The Technical priority structure for delivering support is based on priority categories. Immediate response is provided for those with system critically impacted service, while other minor technical issues may be resolved within an agreed two-day time frame. The categories are;

Immediate response – 1 hour: customer environment is completely down or severely corrupted

Priority Response – 8 hours: customer environment is impaired, general functions are in place.

Low Priority Response – 48 hours: customer environment requires configuration or scheduled assistance to optimize performance

Intelligent Benefits through Intelligent Hands

A VoIP service provider's performance is only as good as the customer experience. With Intelligent Hands in place, the service provider is equipped with the tools necessary to optimize the overall customer experience and more:

Right First Time – customer satisfaction is enhanced by correctly diagnosed and resolved faults.

Expert Help – professional help from experts in the field ensure optimal performance.

Knowledgebase – routine requests can be handled easily with a rich product knowledgebase.

Risk Reduction – the risk of tariff errors is greatly reduced.

Improved Responsiveness – routine service problems are immediately diagnosed.

Improvements – performance, efficiency, quality of technical training and chances of reseller success.

Burden Reduced – in-house technical support burden reduced for routine issues.

Business Results – improved gross margins through economies of scope and scale.

Intelligent Hands Availability

ICC Intelligent Hands and Branded Intelligent Hands are now available to all Cloud-based Branded VoIP Partners and Customers.

Want to know more? Sign-up or find out more at www.iccnetworks.com or call us at +44 (0) 113 350 5030.