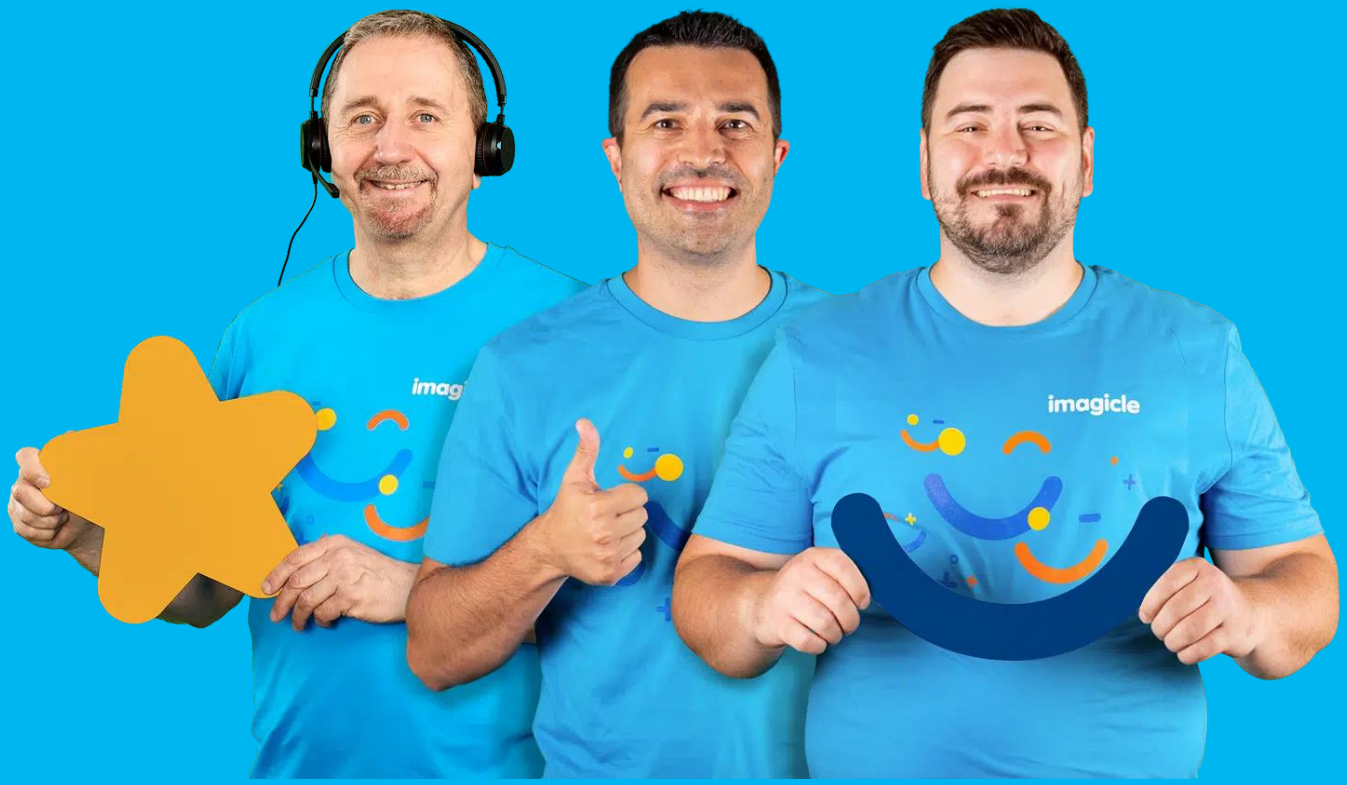
ImagicleCare

Proactive Support Implementation



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1 Definitions

As explained in the ImagicleCare guide, the Proactive Support service entails proactive notifications to customers about certain kind of problems to avoid disruption in their services.
The table below, subject to constant updates, summarizes the events that our proactive support service covers, and how. For more information about this or other ImagicleCare services, please consult the dedicated guide.

2 Implemented events

2.1 Degradation of service

Malfunction or unusual behavior of the Imagicle UCX Suite that could cause degradation or interruption of service.

MONITORED EVENTS	PRIORITY LEVEL	RESPONSE TIME
VoIP stack **crash**	**P1 CRITICAL**	< 1 hour
Application **crash**	**P1 CRITICAL**	< 1 hour
High reliability encountering a problem in the replication process	**P3 MEDIUM**	< 4 hours

2.2 Service anomalies and malfunctions

Anomalies in Imagicle UCX Suite that could cause malfunction or service interruption

MONITORED EVENTS	PRIORITY LEVEL	RESPONSE TIME
Failure to save recordings due to database problems (Call Recording)	**P2 HIGH**	< 2 hours
Webex CDRs not downloaded	**P1 CRITICAL**	< 1 hour
Webex presence failed	**P2 HIGH**	< 2 hours
Webex XSI authorization failed	**P2 HIGH**	< 2 hours
Problems with tokens or downloading **Webex CDR** (Call Analytics)	**P2 HIGH**	< 2 hours
Webex user synchronization failed	**P2 HIGH**	< 2 hours

2.3 Saturation of space

Database or **Disk** saturation could cause degradation or service interruption.

MONITORED EVENTS	PRIORITY LEVEL	RESPONSE TIME
Running out of available disk **space**	**P4 LOW**	< 8 hours
Available disk **space near saturation**	**P3 MEDIUM**	< 4 hours
Space available on the **database running low**	**P4 LOW**	< 8 hours
Available **database** space **near saturation**	**P3 MEDIUM**	< 4 hours

2.3.1 Capacity saturation

When the maximum number of **channels** or **users** available per application is reached, their use may be inhibited for other users.

DESCRIPTION	PRIORITY LEVEL	RESPONSE TIME
Channel **Exhaustion** (Call Recording)	**P3 MEDIUM**	**< 4 hours**
License **Exhaustion** (Advanced Queueing)	**P3 MEDIUM**	**< 4 hours**
License **Exhaustion** (Auto Attendant)	**P3 MEDIUM**	**< 4 hours**
Recording Too Long (Call Recording)	**P3 MEDIUM**	**< 4 hours**

2.3.2 Cloud connection error

If the system stopped sending information, it could **disconnect** from Imagicle Cloud, causing malfunctions or service interruptions.

DESCRIPTION	PRIORITY LEVEL	RESPONSE TIME
UCX Suite is unable to communicate with **api.imagicle.com.**	**P1 CRITICAL**	**< 1 hour**

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