

Cloud Services Terms of Use

Updated on Oct, 2024

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Please read these terms of use before using the Imagicle cloud connected services defined here under. These terms are between the Customer (“You”) and Imagicle.

By using The Services, or otherwise indicating your acceptance of these terms of use, you agree to these terms of use together with the Imagicle Terms and Conditions of Sales (“T&C”) published on the Imagicle website and to be intended incorporated by reference into this Document. If you do not wish to agree to these terms of use and/or to the T&C, you may not use the products.

1 General

Your Imagicle UCX Suite, deployed at Your premises or hosted in an external DataCenter, can also consume exclusive Imagicle services if Cloud Connected to the Imagicle Cloud.

The Cloud services covered by these Terms of Use include the Imagicle Cloud Licensing service, the Imagicle Telemetry service for Proactive Support, the Imagicle Presence Service and Attendant Console Call Control, the Imagicle Single Sign-On and the Imagicle User Sync.

2 Cloud Licensing service

Imagicle Cloud Licensing is the Cloud service allowing licenses of the Imagicle UCX Suite to be consumed as a service through the Imagicle Cloud.

Activating your Imagicle UCX Suite online, you are making Cloud Connected Your On Prem UCX Suite. This is required to access any Cloud Service listed in this document. So Your UCX Suite will be able to consume both perpetual licenses and subscriptions through the Imagicle Cloud Licensing service and also the other Cloud Connected services listed in this Document .

The connection to the Imagicle Cloud is established by the Imagicle UCX Suite, while activating licenses online, through a secure data channel established with: https://*.imagicle.com
https://*.imagicle.cloud

The UCX Suite periodically polls the Imagicle Cloud for a license update request, for you to always have:

- Updated capacity of your applications;
- Updated term date of your Care or Subscription.

Through the online web portal, You (or Reseller on your behalf) can manage the purchased application licenses available on Your Smart Account, where they are deposited by Imagicle after processing the Purchase Order.

The UCX Suite is NOT sending any *Personally Identifiable Information (PII)* to the Imagicle Cloud for the Licensing service.

3 Telemetry Services

Imagicle Telemetry service is the Cloud service allowing the Imagicle UCX Suite to send anonymous data related to the use of the products, anomalies and technical problems to the Imagicle Cloud.

It works via the same secure channel established for Cloud Licensing.

Through the Telemetry the Imagicle Support team will receive data from the UCX Suite associated to the specific customer, to act accordingly. Through this data the Imagicle Support team will be able to:

- Grant a faster, smarter, and easier experience when using Imagicle products or when tech support service is needed for customers with Basic Care Contracts (Enhanced Support)
- Prevent potentials malfunctioning even before they occur and be aware of several useful details whether a problem arises for customers with Gold and Platinum Contracts (Proactive Support).

The Imagicle Cloud Licensing is a prerequisite and the only requirement for the Telemetry, that is then enabled by default. You (or Reseller on your behalf) can disable the Telemetry from the online web portal. The list of data collected is available in these Terms of use.

4 Presence service and Attendant Console Call Control

Imagicle Presence service is the Cloud service to retrieve Rich Presence info from Microsoft 365 about Teams users and from Cisco Webex about Webex App users.

After authorizing the service, Your customer (or the Reseller on Your behalf) allows the Imagicle Presence Cloud service to retrieve presence info of your tenant users from the relative Microsoft or Cisco Cloud. These information are then passed to your Imagicle UCX Suite to use and display into Your Imagicle Attendant Console. The Imagicle Attendant Console will display the following info about the users: available, busy, away, do not disturb and all the available status and label that can be retrieved.

The Attendant Console Call Control service is the Cloud service to deal with Microsoft Graph Communications API and Cisco Webex API to control the line of a phone user. After authorizing the service, Your customer (or the Reseller on Your behalf) allows the Imagicle Attendant Console Cloud service to control the phone line of specific users of a tenant on the Microsoft or Cisco Cloud. Control the phone line means being able to perform the main call activities, like place a new call, answer an incoming call, hold, unhold, transfer, conference, hang up. These capabilities are proxied to Your Imagicle UCX Suite that enables the Imagicle Attendant Console to act as an application to control a desk phone or a soft phone on Microsoft or Cisco Calling environments.

Imagicle is transitioning Attendant Console Call Control service for Microsoft Teams from Graph Communications API to Azure Communications Services (ACS). For customers using ACS, the Imagicle Call Control only provides the configuration for the ACS to work and ACS service is consumed directly from Microsoft Azure Cloud in the closest region where Imagicle Call Control service runs, following Azure terms.

The Imagicle Presence Service and Attendant Console Call Control work via the same secure channel established while activating the Cloud Licensing, that is a prerequisite.

You (or Reseller on your behalf) can request to Imagicle support the activation of the Imagicle Presence and Attendant Console Call Control (until made available in self-service through the online web portal).

The Imagicle Presence Service retrieves the following Personally Identifiable Information (PII) from Microsoft 365 or Cisco Webex Cloud from Your tenant, after Your authorization (or the Reseller on Your behalf): User name, surname, email, phone number, presence information.

5 Single Sign On service

Imagicle Single Sign-On is the service allowing the Imagicle UCX Suite to federate with a supported third-party Identity Provider (IDP) using SAML and OpenID protocols.

While activated, the Imagicle UCX Suite will try to authenticate the user based on the domain, contacting the Imagicle Single Sign On service to retrieve the relative IDP configured info. The session is then redirected directly from the user browser to the IDP that can operate single or multi factor authentication.

You (or Reseller on your behalf) can request to Imagicle support the activation of the service (until made available in self-service through the online web portal).

The Imagicle Single Sign On service works via the same secure channel established while activating the Cloud Licensing, that is a prerequisite. The info passed to the Single Sign-On service are the username trying logging in, https encrypted.

6 User Sync service

Imagicle User Sync service allows users in the UCX Suite to be automatically synchronized from Microsoft Azure AD and Cisco Webex.

While configured, users provisioned in Azure AD can be retrieved based on the filters set in the Imagicle UCX Suite. Users provisioned on Cisco Webex are all retrieved by the Imagicle UCX Suite.

You (or Reseller on your behalf) can request to Imagicle support the activation of the service (until made available in self-service through the online web portal).

The Imagicle Single Sign On service for Webex works *via the same secure channel established while activating the Cloud Licensing, that is a prerequisite*. The info passed to the Single Sign On service are the username trying logging in, https encrypted.

With the Imagicle Single Sign-On service for Azure AD, the Imagicle UCX Suite also uses secure LDAP connection to *.imagicle.cloud to retrieve the users.

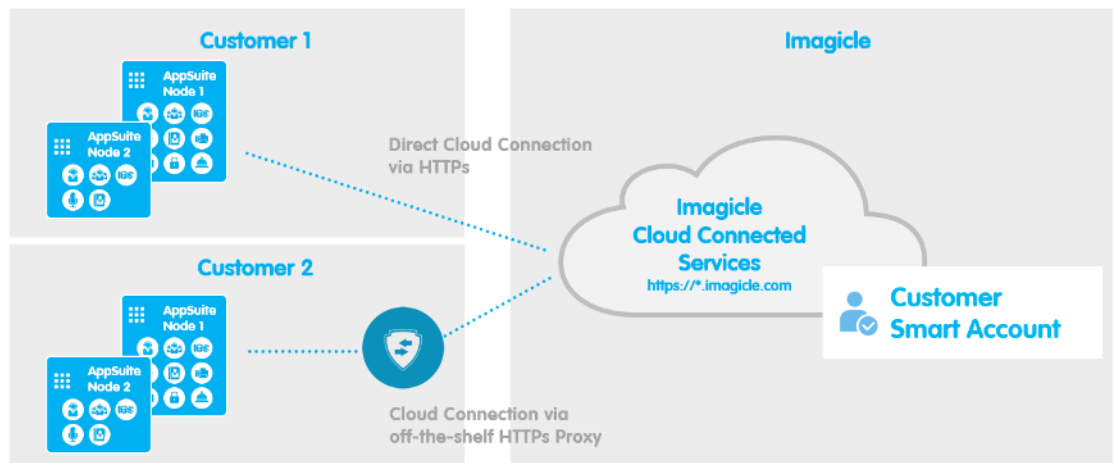
7 Cloud Connection and Security

Selecting the Online (Cloud Connected) activation in the Imagicle UCX Suite, the server will try to reach out the following Imagicle public cloud secure links including:

<https://api.imagicle.com>
<https://grpc.imagicle.com>

Access can be:

- Direct, so the Imagicle UCX Suite server needs connectivity to such public link;
- Via proxy, so no need for the UCX Suite to have direct connectivity to the public link.



By activating licenses online, the Imagicle UCX Suite will be Cloud Connected, and You can consume all the Imagicle Cloud Connected Services.

8 Datacenter

Imagicle Cloud Services are operated via AWS data centers based in Europe, US and Middle East with highest level of availability, security and reliability.

9 Access to the services

You (or Resellers on your behalf) can access the Cloud Services via the Online web portal. You need to get an account from Imagicle by signing up or when your Reseller is placing an order. The information about the account and relative associated licenses are kept in conformity with Imagicle's Privacy Policy located at: <https://www.imagicle.com/Imagicle-Legal-terms#7987413-privacy-policy>

10 Information collected by Telemetry Service

This is the list of info the Imagicle UCX Suite server is sending out to the Imagicle Cloud for the Telemetry Service:

BEAT	CATEGORY	INFORMATION SENT TO THE CLOUD
Processes	Running Processes	List of running processes along with process details such as: <ul style="list-style-type: none"> • Process ID and name • Used memory • Handle count • Thread count • CPU usage
Processes	To provide the Service	List of running Windows Services with details such as: <ul style="list-style-type: none"> • Process ID and name • Status
Software Info	Installed applications	List of installed applications, with details such as: <ul style="list-style-type: none"> • Name • Version • Vendor • Installation path • Installation data
Software Info	General Operating System info	<ul style="list-style-type: none"> • Windows edition name • Windows version • Windows Language • System drive and directory
Software Info	Windows Services information	List of installed Windows Services with details such as: <ul style="list-style-type: none"> • Service Name • Startup name • Startup identity • Exe Path
Software Info	Installed Windows Updates	List of installed Windows hotfix packages
Software Info	Windows Firewall	Whether enable or not at: <ul style="list-style-type: none"> • Domain level • Public level • Private level
Hardware Info	Virtualization Info	Whether it is a virtual machine or not
Hardware Info	Processors Info	List of installed processors with details such as: <ul style="list-style-type: none"> • Name • Manufacturer • Bitness • Number of cores
Hardware Info	Memory	<ul style="list-style-type: none"> • Total Installed Memory • Reserved Memory
Hardware Info	Disks	List of installed disks with details such as:

		<ul style="list-style-type: none"> • Size • Model
Hardware Info	Network	List of installed networks adapters on the SERVER with details: <ul style="list-style-type: none"> • Adapter Name • DHCP configuration • DNS servers • Gateways • IP Addresses*
UCX Suite	UCX Suite Info	<ul style="list-style-type: none"> • UCX Suite Version • UCX Suite Platform • Installation Path • Installation Folder size
UCX Suite	UCX Suite Cluster info	<ul style="list-style-type: none"> • UCX Suite nodes list • Database replication strategy
UCX Suite	VOIP architecture	<ul style="list-style-type: none"> • CUCM version • Number of CUCM users • Number of CUCM devices • CUCM IP address
UCX Suite	Database Server	<ul style="list-style-type: none"> • SQL Server edition • SQL Server version • Instance name
UCX Suite	UCX Suite Database	<ul style="list-style-type: none"> • Database name • Database size • Database file paths • Authentication type (SQL/Windows) • Full Text Catalog status • Last maintenance date time
UCX Suite	Logging Configuration	<ul style="list-style-type: none"> • Whether logging is enabled or not • Retention
UCX Suite	Attendant Console	<ul style="list-style-type: none"> • Number of connected Attendant Console per type
UCX Suite	Call Recording	<ul style="list-style-type: none"> • Number of calls being recorded
UCX Suite	IVR	<ul style="list-style-type: none"> • Number of active calls
UCX Suite	ACD	<ul style="list-style-type: none"> • Number of queued calls in FIFO queues • Number of queued calls in Camp On queues • Number of active consultation calls
UCX Suite	Digital Fax	<ul style="list-style-type: none"> • Number of fax being transmitted • Number of fax being received
UCX Suite	Phone Lock	<ul style="list-style-type: none"> • ECC-Curri Request rate
UCX Suite	Contact Manager	<ul style="list-style-type: none"> • ECC-Curri Request rate

* The IP Address sent is the UCX Suite server address, so not a personal PC one, meaning not a personal data for privacy. There is no way to identify a user through within such server IP address.

