



KOFAX SOFTWARE SUPPORT

support@telic.digital



LOGGING



PRIORITISATION



ESCALATION



SERVICE
LEVELS

TELIC, DIGITAL

Telic Digital exists to help organisations simplify digital transformation projects using intelligent automation solutions

SUPPORT HELPDESK

Standard Operating Hours

The support desk is open between **09:00** and **17:00**, Monday to Friday, excluding UK public and bank holidays.

Telic provides a wide range of comprehensive support services to various businesses and enterprises that use **Kofax solutions**. With years of experience in the industry, Telic has gained a solid reputation for delivering top-notch support services that cater to its clients' unique needs and requirements.

Whether it's for installation, maintenance, or troubleshooting of Kofax solutions, our team of expert professionals are skilled and knowledgeable in handling all aspects of Kofax solutions.

Our commitment to delivering high-quality services and ensuring customer satisfaction sets us apart from other providers in the industry.



**Our team is
on-hand to assist**



LOGGING A SUPPORT CASE

Tracked from receipt to case resolution

Logging a Case

New support cases should be logged via email. This facilitates automated tracking against support service level agreements.

Email: support@telic.digital

Please be prepared to provide the following details to help us identify your support contract and resolve your case:

- ✔ Name and contact details
- ✔ Case reference (if it relates to an existing case)
- ✔ Name of the product, version and serial number
- ✔ Details of the problem including error messages, teams or business areas affected
- ✔ Impact of the issue (which will be used to determine the case priority)
- ✔ Any additional information that maybe useful in helping the support desk resolve the issue

KOFAX SOFTWARE SUPPORT



Reactive Support

Whenever you encounter technical issues or glitches on Kofax products, you can count on our reliable technical support helpdesk to resolve them. Our team of experts is available around the clock to provide you with prompt and practical solutions to ensure that your technical problems are solved as and when they arise.

Proactive Support

We offer regular system health checks to maintain your system's optimal operational performance. These checks are designed to identify and fix potential issues before they become significant problems. By performing scheduled system health checks, we ensure that your systems are running smoothly and efficiently, which is essential for the smooth running of your business operations.

Regular software health checks are critical to maintaining the health and efficiency of your systems. They help ensure that your systems are running smoothly and efficiently, which is essential for running your operations and avoiding future issues.

Infrastructure Support

Our expert team assists clients across all deployment models, including on-premises installations, private cloud environments, and managed services utilising our own cloud infrastructure. We provide end-to-end support, from installation and configuration to ongoing maintenance and troubleshooting, ensuring our clients receive the best possible service and value for their investment.

CASE PRIORITISATION

Cases will be assessed and classified into the following four priority levels.

| HIGH | MEDIUM | LOW | OTHER |
|---|---|---|---|
| <p>Major Business Impact</p> <ul style="list-style-type: none">• Production use of our products or solutions on a primary business service or operation• Major application or mission-critical system is stopped• Anything that is so severely impacted that the customer's employees cannot reasonably work with the application. | <p>Some Business Impact, Not Critical</p> <ul style="list-style-type: none">• Important elements of product features are unavailable with no acceptable workaround.• Customer's production use of our products in a primary business service, major applications or mission critical systems are functioning with limited capabilities. | <p>Low Business Impact</p> <ul style="list-style-type: none">• Product features are unavailable but a workaround exists and the majority of software functions are still useable for day to day work requirements.• Minor function/feature failure that the customer can easily circumvent or avoid.• Customer's work has minor loss of operational functionality. | <p>Non-Support Issue</p> <ul style="list-style-type: none">• Minor issues, problems or questions that do not affect the software function such as user error, How-To queries, documentation, general questions and queries, or enhancement requests.• There is no impact to the product usage for normal work or the customer's operations. |
| TARGET RESOLUTION TIMES | | | |
| 4 WORKING HRS | 8 WORKING HRS | 16 WORKING HRS | AS ADVISED |

Requests for support will normally be responded to **within 2 working hours** and reasonable endeavours will be used to resolve a support case within the target resolution times stated.

All support cases will be logged with a unique case reference and monitored. Cases will be tracked according to the following status categories:

| | | |
|---------------------------|---|---------------------------------|
| OPEN | OPEN Awaiting Client Feedback | OVERDUE Escalated |
| CLOSED Resolved | CLOSED Non-Supplied Product | CLOSED Change Request |