

Oudience – Company Policies & Knowledge Base

1. Company Overview

Oudience is a mid-sized technology company focused on AI-powered customer engagement tools. The company operates primarily in the SaaS model and serves clients across e-commerce, finance, education, and healthcare sectors.

2. Office Locations

Oudience currently operates from three primary office locations:

- Bengaluru, India
- Pune, India
- Berlin, Germany (remote hub)

Most engineering and product roles are based in Bengaluru.

3. Working Hours Policy

The standard working hours are from **9:30 AM to 6:30 PM**, Monday to Friday. Employees are provided with a flexible arrival window between **9:00 AM and 11:00 AM**. Each employee is expected to complete **8 hours of productive work per day**, excluding lunch breaks.

4. Remote Work Policy

Employees may work remotely for up to **3 days per week**, subject to prior approval from their manager. Fully remote roles require a separate contractual agreement and are generally reserved for senior or specialized positions.

5. Leave Policy

Oudience provides the following leave entitlements:

- **18 days** of paid annual leave
- **10 public holidays** (as per the Indian calendar)

- **7 days** of paid sick leave annually

Unused annual leave can be carried forward up to a maximum of **10 days**.

6. Probation Period

All new full-time employees are placed on a **3-month probation period**. During probation, either party may terminate employment with a **15-day notice**. Upon confirmation, the standard notice period increases to **60 days**.

7. Notice Period Policy

Confirmed employees are required to serve a **60-day notice period**. In exceptional cases, notice period buyouts or partial waivers may be approved by the HR Head and reporting manager based on project requirements.

8. Probation Confirmation Process

At the end of the probation period, the reporting manager submits a performance evaluation to HR. Based on the review:

- The employee may be confirmed
 - The probation may be extended (up to 3 months)
 - Employment may be terminated
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9. Performance Review Cycle

Performance reviews are conducted **twice a year**:

- Mid-year review in **June**
- Annual review in **December**

Salary revisions and promotions are typically aligned with the annual review cycle.

10. Expense Reimbursement Policy

Employees may claim reimbursements for approved business expenses such as travel, client meetings, and software tools. All claims must be submitted **within 30 days** of the expense date along with valid receipts.

11. IT Helpdesk Contact

Employees can contact the IT Helpdesk via:

- Email: **it-support@oudience.internal**
- Service Desk Portal

The standard response time for non-critical issues is **24 working hours**.

12. Password Policy

Employees must use strong passwords containing:

- At least **12 characters**
- Uppercase and lowercase letters
- Numbers and special characters

Passwords must be updated every **90 days** and should not be reused across personal and work accounts.

13. VPN Usage Policy

Remote employees must connect to the corporate VPN before accessing internal tools, repositories, or databases. VPN credentials are strictly personal and must not be shared.

14. Data Classification Levels

Oudience follows four levels of data classification:

1. Public
2. Internal
3. Confidential

4. Highly Confidential

Customer data and production database dumps are always considered **Highly Confidential**.

15. Customer Support Working Hours

Customer support operations run from **9:00 AM to 9:00 PM IST**, Monday to Saturday. **P1 critical incidents** are handled **24×7** through an on-call rotation.

16. Support Response SLAs

Service Level Agreements (SLAs) for paid customers:

- **P1:** 30 minutes
 - **P2:** 2 hours
 - **P3:** 8 business hours
 - **P4:** 2 business days
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17. Product Tiers

Oudience offers three subscription tiers:

- **Starter** – For small teams
 - **Growth** – Includes automation workflows and analytics
 - **Enterprise** – Includes SSO, advanced security, and custom integrations
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18. Supported Languages in Chatbot

The chatbot supports **English by default**. Enterprise customers can enable additional languages such as Hindi, Spanish, French, and German via the admin console.

19. Chatbot Analytics Features

The analytics module provides insights such as:

- Total conversations
- Resolution rate
- Average response time
- User satisfaction score
- Fallback rate

Data can be filtered by date range, channel, and customer segment.

20. Security Certifications

Oudience follows industry best practices for security and is aligning with **ISO 27001** standards. Enterprise customers may request additional security documentation or DPAs.

21. Email Etiquette Guidelines

Internal emails should be professional, concise, and respectful. Sensitive topics such as performance issues should be addressed via meetings or HR channels instead of email.

22. Code Review Policy

All production code changes must go through at least **one peer review** via a pull request. High-risk changes require approval from a senior engineer or tech lead.

23. Release Management Process

Releases are generally performed **twice a week** during low-traffic periods. Each release must include a rollback plan and approval from the release manager.

24. Incident Management Process

For major incidents:

- On-call engineer must acknowledge within **15 minutes**
- Incident channel must be updated

- Mitigation must begin immediately
 - A post-incident report is required within **48 hours**
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25. Internship Stipend Policy

Technical interns receive a fixed monthly stipend. The exact amount depends on location, duration, and skill level, and is specified in the offer letter.

26. HR Contact Details

HR-related queries can be sent to **hr@oudience.internal**. Typical response time is **2–3 business days**.

27. Onboarding Checklist

New employees receive:

- Company laptop
- Official email account
- Access to internal tools

Mandatory training on security awareness and code of conduct must be completed within the first week.

28. Offboarding Checklist

Employees must:

- Return company assets
 - Revoke system access
 - Hand over responsibilities
 - Complete an exit interview with HR
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29. Supported Chatbot Channels

The chatbot can be deployed on:

- Web widgets
- WhatsApp
- Facebook Messenger
- Slack

API access is available for custom integrations.

30. Data Retention Policy

Chat logs for paying customers are retained for **12 months** by default. Custom retention periods can be negotiated.

31. API Rate Limits

Default API limits:

- Starter: **1000 requests/min**
 - Growth: **5000 requests/min**
 - Enterprise: Custom limits based on contract
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32. Backup Policy

Production databases are backed up every **4 hours** with **30-day retention**. Backups are encrypted and stored in a separate region.

33. Supported Browsers

The web console supports the latest two versions of:

- Chrome
- Edge
- Firefox

Limited support is available for Safari and mobile browsers.

34. Customer Onboarding Process

Customer onboarding includes:

1. Environment setup
2. Integration configuration
3. Chatbot training using FAQs or documents

35. Payment Terms

Invoices are typically issued annually in advance with a **30-day payment term**. Custom payment schedules may be negotiated.

36. Trial Account Limitations

Trial accounts:

- Are valid for **14 days**
- Have usage and integration limits
- May have data deleted after expiration

37. Logging and Monitoring

Logs, metrics, and traces are collected using a centralized monitoring stack. Engineers track performance via dashboards.

38. Hardware Requirements for On-Prem Deployment

Recommended minimum hardware:

- **8 CPU cores**
- **32 GB RAM**
- **SSD storage**

Requirements may increase based on traffic.

39. Training Data Guidelines

Customers should not upload sensitive data such as:

- Passwords
- Financial information
- Personally identifiable information

Unless a data protection agreement is in place.

40. Bug Reporting Process

Bugs can be reported via:

- Support portal
- Web console “Report an Issue” feature

Each bug is assigned a tracking ID and priority.

41. Extracted PDF Knowledge (Oudience_Test_Knowledge_Base.pdf)

The uploaded PDF contains consolidated information on:

- Company overview
- Working hours
- Remote work policy
- Leave policy
- IT support
- Data security guidelines

This content has been successfully integrated into the chatbot knowledge base.