Service Level Agreement Document [Enterprise]

Production Support

Any Production issue can be reported to help@exotel.com or by visiting our Support Portal i.e. https://cognoai.freshdesk.com.

Priority Level and Case Severity Definitions

Priority	Definition	Sample Scenarios
Urgent / P0	Complete unavailability of production/live environment systems. All the clients are impacted and unable to use any of the Cogno products.	1. Any one of the services or more (Live chat, Bot, Campaign, co-browse) went down. 2. Campaign not sent
High / P1	Any problem due to which users cannot access the application or Showstopper involving functional failure in the application. There are no usable workarounds available to troubleshoot the problem or Interface, integration issue, OR impact on the end customer offering.	1. Messages are only visible in left panel, but not in the main chat window (LiveChat) 2. NLP not working 3. In Cobrowsing, we need to manually refresh the page to view the customer lead Etc. 4. Live chat/Co-browsing not getting connected
Medium/ P2	Any problem due to which Users cannot access key modules of the applications which are not having a significant impact on business function. Any incident which is classified as "Critical" for which an acceptable (by the Client) workaround has been provided	1. Analytics not loading/exporting 2. Analytics showing incorrect Data 3. Bot suggestions not coming in 4. Canned responses are not visible 5. Any particular flow is not working
Low / P3	For any incident which is not a show stopper, an acceptable (by the Client) workaround has been provided.	1. Message history not loading 2. Live Chat notifications not coming in during chat transfer 3. Campaign data mismatch 4. Word splitter algorithm not working in chatbot 5. Any type of Service Request related to User Creation, Password Reset, etc.

By default, all Incident, Service Request, or Change Requests reported to Cogno AI are logged as 'low priority'. Requesters should update the priority via the online support portal or through the defined medium as per the definition mentioned above.

The details of accessing the Support Portal and how to log an Incident, Service Request, or Change Request using different support channels are mentioned below (refer to section 'How to submit support Incident, Service Request or Change Request to Cogno AI').

Service Level Agreement

Severity Level	Response/Acknowledgment Time	Resolution/Restoration Time
Low / P3	1 hour	48 hours
Medium / P2	1 hour	12 hours
High / P1	30 min	6 hours
Urgent / PO	30 min	3 hours

Time matrix mentioned in "Service Level Agreement" does not include the time taken by the Customer to respond to Cogno AI queries i.e. when an Incident, Service Request, or Change Request is on Pending Customer Action or Waiting on Customer status.

Time for providing RCA is not included in "Service Level Agreements".
Support Incidents reported to Cogno AI will be closed with RCA (if found) at the time of providing a workaround, or solution or marking the Incident as Resolved.
The RCA sharing TAT is 5 business days from the issue gets resolved.

Escalation Matrix

Level	Name	Designation	Number	Email
P1 / L1	Support Team	Associate Support Engineers	08069891543	help@exotel.com
P2 / L2	Pronil Halder	Sr. Support Engineer	07450077859	pronil.halder@exotel.com
P3 / L3	Abhishek Singh	Support Lead	09717500845	abhishek.singh@exotel.com
P4 / L4	Amrita Mitra	Sr. Manager - Support	08047109797	amrita@exotel.com

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How to submit Support Incident, Service Request, or Change Request to Cogno AI Support

Submitting an Incident, Service Request, or Change Request via Email

● Email is one of the easiest ways using which customers can reach us. The Customer can use our support email address (help@getcogno.ai) which is integrated with our Helpdesk software.

● When a customer emails a query to our support email address (help@getcogno.ai), it is logged and further categorized into Incident, Service Request, or Change Request in our Helpdesk software.

● When an Incident, Service Request, or Change Request has logged on our Helpdesk software, an email is sent to the customer with the URL to check the description, status, comments, etc.

● Furthermore, the notifications are also sent to the customer's email address when the Incident, Service Request or Change Request is updated by the Support agent.

Submitting an Incident, Service Request, or Change Request via Portal

● By default, anyone visiting the Cogno AI support portal (https://cognoai.freshdesk.com) can submit an Incident, Service Request, or Change Request.

● Customer should create their login by clicking on Sign Up.

● An email is sent to the customer with the subject "Cogno.AI User Activation" with the activation URL.

● To raise a support Incident, Service Request, or Change Request, the user must activate their account, log in to the https://cognoai.freshdesk.com portal, and then click on the "Submit a ticket" button.

● Customers are redirected to a form where they can fill out the information, such as email address, Priority, and can give a subject and a description of the Incident, Service Request, or Change Request.

● Customers can attach files to their Incident, Service Request, or Change Request too.

● Once they hit the Submit button, their Incident, Service Request, or Change Request will be created in our helpdesk software.

● The requester will be redirected to the page where they can check the status of the Incident, Service Request, or Change Request, add replies and notes, etc. to it when needed.

● The requester will receive an email notification with the URL for the Incident, Service Request, or Change Request.

● When an agent replies to the Incident, Service Request, or Change Request, the

same will be updated accordingly, and the requester can log in with the credentials created during sign-up to view the details.

● Once the agent resolves the Incident, Service Request, or Change Request, the customer can click on the "Mark ticket as Closed" button. Also, the agent can close the Incident, Service Request, or Change Request if the resolution has been provided as defined in the 'Solution of Incident, Service Request or Change Request'.

● Once the Incident, Service Request, or Change Request is resolved, an auto-generated email is sent to the requestor. If the requestor is not satisfied with the resolution, the Incident, Service Request, or Change Request can be reopened only within 48 hours from the time an Incident, Service Request, or Change Request is marked as Resolved by simply replying to the Incident, Service Request or Change Request under the portal. Else, the customer should create a new Incident, Service Request, or Change Request by sending a new email (not on the previous email trail) to our support email ID referring to the ID of the old Incident, Service Request, or Change Request.