



ONLINE SUPPORT REFERENCE GUIDE



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TABLE OF CONTENTS

TABLE OF CONTENTS.....	2
1. INTRODUCTION.....	3
2. SUPPORT WEB PORTAL	3
3. NEW USER REGISTRATION.....	4
4. FORGOT PASSWORD	6
5. KNOWLEDGE BASE	6
6. HELPDESK.....	7
7. CREATE SERVICE CASE.....	10
8. VIEW SERVICE CASES	14
9. MANAGING YOUR PROFILE.....	15
10. SERVICE LEVEL AGREEMENTS.....	17
11. ALTERNATE SUPPORT CHANNELS.....	18

1. INTRODUCTION

This Reference Guide outlines the steps required to register for and obtain online support via the AMC Technology Online Support system. Online support is available to all customers with an active maintenance agreement. If the email being registered into the support portal is not already registered within AMC, please be sure to contact AMC at support@amctechnology.com.

2. SUPPORT WEB PORTAL

Support for AMC Technology products is obtained through the following web portal URL:

<http://www.amctechnology.com/services#tech-support>

then click on the "Online Support Portal Login" button



Once the "Online Support Portal Login" prompt appears, type in your "User Name" and "Password" and Select "Sign In". When you are signed in the home page will appear allowing you to view the knowledge base, manage your profile, enter new cases, view existing cases, and modify cases and many more options.

Online Support Portal Login

Have access to an invitation code? Redeem it [here](#). Otherwise, [sign up](#) for a new account.

Sign in with a local account

* Username

* Password

Remember me?

3. NEW USER REGISTRATION

To register as a new user for support with AMC Technology products, go to the following web portal URL:

<http://www.amctechnology.com/services#tech-support>

Then click on the "Online Support Portal Login" button



pm

Click "Sign Up" for a new account and enter your details and select "Sign Up".

Online Support Portal Login

Have access to an invitation code? Redeem it [here](#). Otherwise [sign up](#) for a new account.

Sign in with a local account

* Username

* Password

Remember me?

Sign Up

Have access to an invitation code? Redeem it [here](#).

Sign up for a new account

Provide a valid email

Submit

A user attempting to sign up with the portal is required to submit a valid email address to complete the sign up process.

After you "Sign Up" you will be presented with your profile page to enter further information regarding yourself and company you work. Select "Update" to save the changes to the portal. You can go back and access your profile anytime from the portal menu.

Profile



Profile

My Scheduled Services

Change Password

Please provide some information about yourself.

The **First Name** and **Last Name** you provide will be displayed alongside any comments, forum posts, or ideas you make on the site.

The **Email Address** and **Phone number** are required but will not be displayed on the site.

Your **Organization** and a **Title** are optional. They will be displayed with your comments and forum posts.

Your Information

First Name

Last Name

E-mail *

Phone Number

Organization Name

Title

Nickname

Web Site

Public Profile Copy

How may we contact you? Select all that apply.

Email

Fax

Phone

Mail

Update

If you receive an error message or have any difficulty in sign up/login, please contact AMC Technology at:
support@amctechnology.com.

4. FORGOT PASSWORD

If you are already registered but have forgotten your password, click the "Forgot Password" link next to the "Sign in" button on the "Online Support Portal Login" page.

Online Support Portal Login

Have access to an invitation code? Redeem it [here](#). Otherwise, [sign up](#) for a new account.

Sign in with a local account

* Username

* Password

Remember me?

Sign in

Forgot Your Password?

Once the "Forgot Password" page has loaded, enter the User Name used for the account, which would typically be the email address and click "Submit".

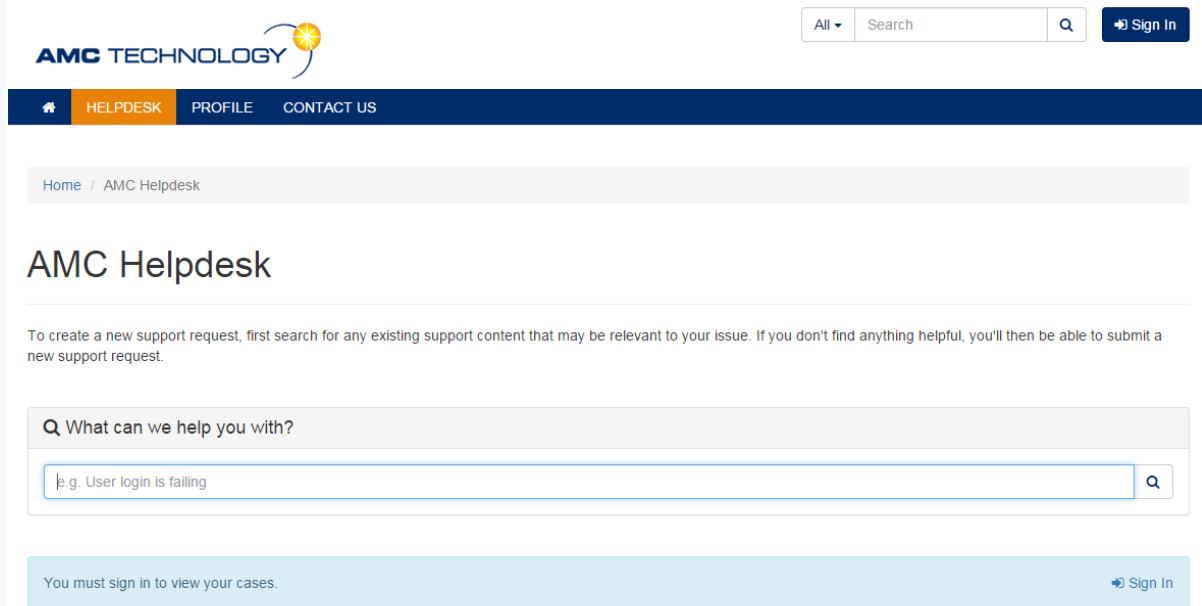
5. KNOWLEDGE BASE

The Knowledge Base contains a number of articles covering common questions and common issues. The Knowledge Base allows you to browse by category or search by keyword. Please consult the Knowledge Base prior to entering a Service Case.

The screenshot shows the AMC Technology Knowledge Base interface. At the top, there is a search bar with the text "login failed" and a magnifying glass icon. To the right of the search bar is a user profile dropdown menu showing "Parker, James". Below the search bar is a navigation bar with links for "HELPDESK", "PROFILE", and "CONTACT US". The main content area displays search results for the query "login failed". The results are numbered "Results 1-3 of 3 for query login failed". The first result is titled "Siebel detail error = Failed on invoking driver command(Login) at driver (Siebel Toolbar is greyed out)" and includes a "Knowledge Base" link with the URL "https://amccm2015.amctechnology.com/knowledge-base/article/KBA-01195-Y2P3Z". The second result is titled "Unable to consult other line if the first answered call is coming from extension" and includes a "Knowledge Base" link with the URL "https://amccm2015.amctechnology.com/knowledge-base/article/KBA-01068". The third result is titled "Phantom Call in IC Web Client" and includes a "Knowledge Base" link with the URL "https://amccm2015.amctechnology.com/knowledge-base/article/KBA-01062". At the bottom of the search results, there is a pagination control showing "1" in a blue box, indicating the current page.

6. HELPDESK

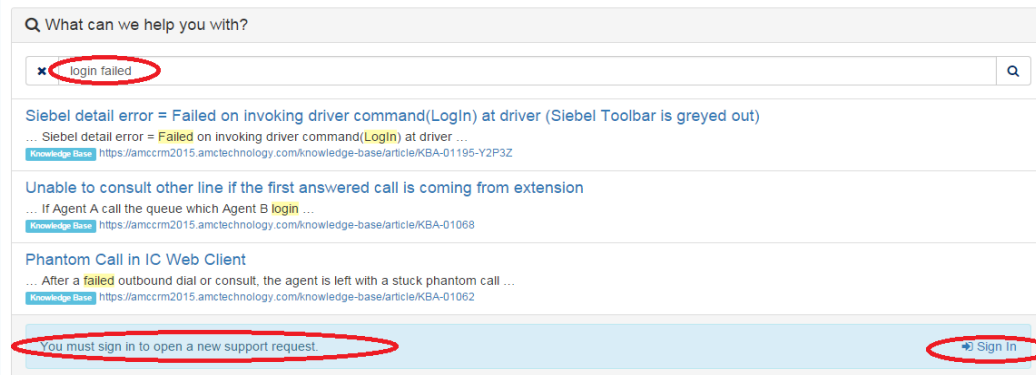
AMC Helpdesk introduces a feature on our portal that allows the user to search for a question or a KBA before actually login in and creating a ticket.



The screenshot shows the top navigation bar with the AMC TECHNOLOGY logo on the left and a search bar with a dropdown menu set to 'All' and a 'Sign In' button on the right. Below the navigation bar is a breadcrumb trail: 'Home / AMC Helpdesk'. The main heading is 'AMC Helpdesk'. Below the heading is a paragraph: 'To create a new support request, first search for any existing support content that may be relevant to your issue. If you don't find anything helpful, you'll then be able to submit a new support request.' Below this is a search bar with the placeholder text 'Q What can we help you with?' and a search icon. The search bar contains the text 'e.g. User login is failing'. Below the search bar is a light blue banner with the text 'You must sign in to view your cases.' and a 'Sign In' button.

AMC Helpdesk

To create a new support request, first search for any existing support content that may be relevant to your issue. If you don't find anything helpful, you'll then be able to submit a new support request.



The screenshot shows the search results for the query 'login failed'. The search bar contains 'login failed' and a search icon. Below the search bar are three search results:

- Siebel detail error = Failed on invoking driver command(Login) at driver (Siebel Toolbar is greyed out)**
... Siebel detail error = Failed on invoking driver command(Login) at driver ...
[Knowledge Base https://amccrm2015.amctechnology.com/knowledge-base/article/KBA-01195-Y2P3Z](https://amccrm2015.amctechnology.com/knowledge-base/article/KBA-01195-Y2P3Z)
- Unable to consult other line if the first answered call is coming from extension**
... If Agent A call the queue which Agent B login ...
[Knowledge Base https://amccrm2015.amctechnology.com/knowledge-base/article/KBA-01068](https://amccrm2015.amctechnology.com/knowledge-base/article/KBA-01068)
- Phantom Call in IC Web Client**
... After a failed outbound dial or consult, the agent is left with a stuck phantom call ...
[Knowledge Base https://amccrm2015.amctechnology.com/knowledge-base/article/KBA-01062](https://amccrm2015.amctechnology.com/knowledge-base/article/KBA-01062)

At the bottom of the page, there is a light blue banner with the text 'You must sign in to open a new support request.' and a 'Sign In' button.

If you did not find your answer then you would need to "Sign In" and "Open New Service Request"

AMC Helpdesk

To create a new support request, first search for any existing support content that may be relevant to your issue. If you don't find anything helpful, you'll then be able to submit a new support request.

Q What can we help you with?

login failed

Siebel detail error = Failed on invoking driver command(Login) at driver (Siebel Toolbar is greyed out)
... Siebel detail error = Failed on invoking driver command(Login) at driver ...
[Knowledge Base](https://amccm2015.amctechnology.com/knowledge-base/article/KBA-01195-Y2P3Z) https://amccm2015.amctechnology.com/knowledge-base/article/KBA-01195-Y2P3Z

Unable to consult other line if the first answered call is coming from extension
... If Agent A call the queue which Agent B login ...
[Knowledge Base](https://amccm2015.amctechnology.com/knowledge-base/article/KBA-01068) https://amccm2015.amctechnology.com/knowledge-base/article/KBA-01068

Phantom Call in IC Web Client
... After a failed outbound dial or consult, the agent is left with a stuck phantom call ...
[Knowledge Base](https://amccm2015.amctechnology.com/knowledge-base/article/KBA-01062) https://amccm2015.amctechnology.com/knowledge-base/article/KBA-01062

Open New Support Request

It will also list all the "Active" and "Closed" cases that the user has created.

Open New Support Request

My Cases Active

Case Title	Case Number	Status	Created On
CTI Activity Overwritten	AMC-08120-D3C1G	Active	4 minutes ago

Open New Support Request

My Cases Closed

Case Title	Case Number	Status	Created On
Case Type: Test SLA	AMC-08106-Z9T4Z	Resolved	2 months ago

You user can open an Active case and either resolve or cancel the case. The user can also update the case with a note and include an attachment.

CTI Activity Overwritten AMC-08120-D3C1G

Resolve Case Cancel Case Add Note



Opened 8 minutes ago by Parker, James

Problem Active - Helpdesk

Customer *

Parker, James

Case Type

Problem

Description of the issue *

When on a call with a current CTI activity, if the user receives another call the CTI will present a new screen pop and overwrite the initial activity.

Update

Notes

7 minutes ago

CTIModule.log (1.0 MB)

The user can anytime reopen a closed case and work with AMC support.

Test Case - Bad Credentials Error AMC-07989-P2T2B

Reopen Case



Opened 4 months ago by Administrator, System

Enhancement Resolved - Problem Solved

Customer

Administrator, System

Case Type

Enhancement

Description of the issue

Test Case - Bad Credentials Error

Resolution Date

06/16/2015 04:55 pm

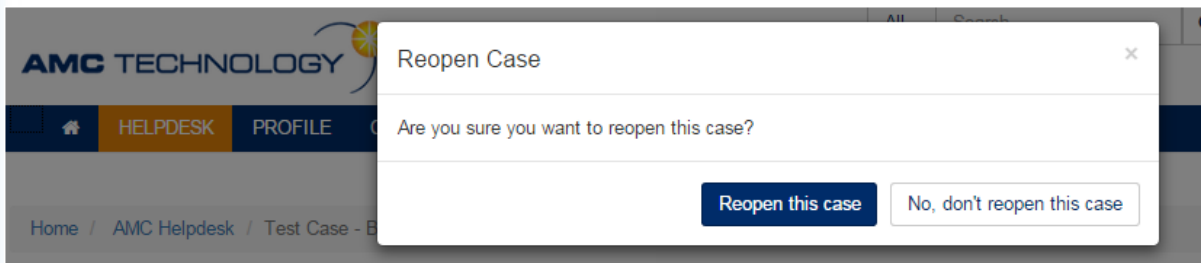
Resolution

tst

Notes

4 months ago

config.json (17.5 KB)



7. CREATE SERVICE CASE

You can create a new service case by selecting "Open New Service Request"

AMC TECHNOLOGY AMC

All - Search Profile, James -

HELPDESK PROFILE CONTACT US

Home / AMC Helpdesk / Create Case

Create Case

Enter a brief subject line (Field is public) *

Case Number

Case Type

Priority

Description (Field is public. Do not enter private information such as passwords) *

Steps to Recreate Issue

Business Impact

Steps to Reproduce

Current Workaround

Environments Impacted

Get Logs on file

Remote access is possible

of Agents Impacted

When did this Functionality last work

Time interval of issue

Impacted agent credentials

Details of environment change

Customer

Attach a file

No file chosen

Search KSA's

Case Status



Provided below is a description of each line in the case creation process. This is to better aid you in creating a more detailed case which in many times helps the resolve the case in a more timely maner.

- **Title:** Enter a brief one line description of the issue under Title,
- **Description:** A more detailed description of the issue described under “Title” .
- **Priority:** states the priority of the case, to set this level correctly, please view section “10: Service Level Agreements” .
- **Steps** to recreate issue: What was the sequence of events that lead to this issue? This is important so that we can recreate this issue in house.
- **Business impact:** What kind of business impact does this cause?
- **Current workaround:** List how this issue is being worked around.
- **Environments Impacted:** Is this affecting you Development, Production or Test environment?
- **Number of agents impacted:** How many agents are affected
- **When this functionality last worked:** What was the date this last worked correctly?
- **Time internal of issue:** When does this occur?
- **Get Logs on FTP:** Are the logs using the Getlogs utility on the FTP for AMC support to analyze?
- **Remote Access is Possible:** Is remote access possible?
- **Impacted agent credentials:** Credentials of agents experiencing the issue.
- **Details of environmental change:** Describe any change or significant event in your environment, CTI or CRM server was restarted, power outage, maintenance window, etc...



Attachments, such as log files, can be added to Service Cases after they have been created. Compress files prior to attaching them to the case. Certain types of files may not upload correctly unless compressed in a zip format.

To add an attachment to a case that has been created, click on the “Add Note” tab on the open case.

Add Note ×

Note

Attach a file Choose File No file chosen

Add Note Cancel

Update Case

Subject

Description

Total Attachment(s) size (max 20 MB allowed)

Choose File AMC.png

Choose File No file chosen

Choose File No file chosen

Choose File No file chosen

Choose File No file chosen

Add

8. VIEW SERVICE CASES

You can view your service cases by going to Helpdesk tab on the portal menu.

AMC Helpdesk

To create a new support request, first search for any existing support content that may be relevant to your issue. If you don't find anything helpful, you'll then be able to submit a new support request.

Q What can we help you with?

e.g. User login is failing

My Cases Active

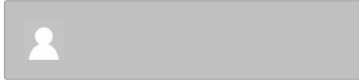
Case Title	Case Number	Status	Created On
Case Type: Test SLA	AMC-08060-R4N1X	Active	3 months ago
Test Case - Bad Credentials Error	AMC-07989-P2T2B	Active	4 months ago
Test Case - Login Failed Again	AMC-07983-W4V8P	Active	5 months ago
Test Case - Login Failed	AMC-07982-H1S0L	Active	5 months ago

9. MANAGING YOUR PROFILE

You can view and update your user profile or change your password by selecting the "Profile" tab on the portal menu. Please keep your profile up to date in case AMC Technology needs to contact you regarding an issue. If a case requiring more information from you regarding the case and the case has not been updated within 7 days, you will receive a message stating that if no action has been taken with 7 more days, the case will automatically be closed. If a case is closed before you have the opportunity to fulfill the action required of you, you can reopen the case at any time.



Profile



- Profile
- My Scheduled Services
- Change Password

Please provide some information about yourself.

The **First Name** and **Last Name** you provide will be displayed alongside any comments, forum posts, or ideas you make on the site.

The **Email Address** and **Phone** number are required but will not be displayed on the site.

Your **Organization** and a **Title** are optional. They will be displayed with your comments and forum posts.

Your Information

First Name	<input type="text"/>	Last Name	<input type="text"/>
E-mail *	<input type="text"/>	Phone Number	<input type="text"/>
Organization Name	<input type="text"/>	Title	<input type="text"/>
Nickname	<input type="text"/>	Web Site	<input type="text"/>

Public Profile Copy

10. SERVICE LEVEL AGREEMENTS

The chart below indicates our commitment to responding to and resolving your support requests as Priority. Response time is measured from the time the case is received until a Support Engineer calls back or replies during contracted maintenance support hours. Resolution times are measured from the point the problem is duplicated at AMC, until a solution is provided. Medium fixes to be incorporated into the next major release are at the sole discretion of AMC.

Priority	Criteria	Response	Resolution/ Workaround
Critical	<p>Production down or unusable resulting in total disruption/product outage before and after system restart. Critical business impact.</p> <p>Production system is down and will not come back up.</p> <p>There is no other critical.</p>	Within 2 hours	Within 24 hours
High	<p>Major feature/function failure. Operations severely restricted and no convenient workaround.</p> <p>Production system has gone down, but can come back up.</p>	Within 4 hours	Within 48 hours
Medium	Limited feature/function failure.	Within 8 hours	Within 2 weeks
Low	<p>Minor feature/function failure. Enhancement.</p> <p>Requests for information. No business impact.</p>	Within 48 hours	TBD



11. ALTERNATE SUPPORT CHANNELS

If you are unable to access the Web Portal then please contact AMC Technology at support@amctechnology.com or by calling (800) 390-4866.

8:30 AM to 5:30 EST/EDT Monday-Friday.

Additional information may be found at <http://www.amctechnology.com/services-tech-support>

About AMC Technology

AMC Technology, LLC, is a global industry leader in contact center and CRM integration with nearly 20 years of experience. AMC powers contact centers for customers around the globe through certified products and unparalleled expertise. AMC Contact Canvas™ product suite allows customers to integrate business applications and communications across the enterprise, from call center agents to knowledge workers and mobile staff. For more information, visit www.amctechnology.com or contact sales@amctechnology.com or +1 (804) 419-8600.



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