

# **MANAGED CONTACT CENTER**



## **WHAT IS NSI ADVANCE MANAGED CONTACT CENTER?**

Provides full management services for their Cisco Contact Center.

### **#1 Monitoring**

Receive System health monitoring and remediation - Automated monitoring and ticket generation with SLAs to ensure maximum uptime with priority queuing and after hours P1 support. Monitoring and alerting on critical security vulnerabilities.

### **#2 Move, Add, Change**

You also get Move, Add, Change, and Deletion services for endpoints and user accounts. Configuration changes, without changing the design of the network needed for day to day operations.

### **#3 NSI Recommended Version Control, Software**

#### **Updates, Patch Management, Code Upgrades**

With *NSI Advance Managed Contact Center* your current version is always the NSI recommended version, applying updates/patches, and monitoring compliance.

### **#4 License Review**

*NSI Advance Managed Contact Center* provides a semi-annual review of license compliance and entitlement.

### **#5 Best Practice Review**

Design and configuration review(s) based on NSI best practices Hardware End of Life Status Notifications of hardware EOLife/Support status changes.



**#6 Ticket Tracker Portal Access**

Access to NSI's Ticket Tracker Portal for management of your account, devices, projects, and tickets.

**#7 Business Alignment Meetings | Reporting**

Regular cadence reviews of historical ticket, SLA performance, and reporting

**#8 Network Documentation & Backups**

Provides technology specific documentation and configuration/application back-ups.



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