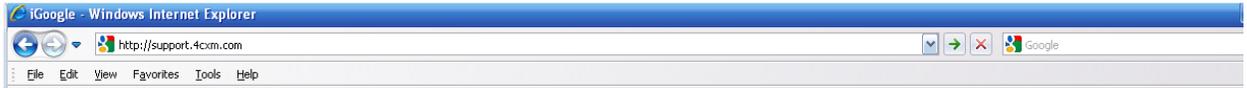
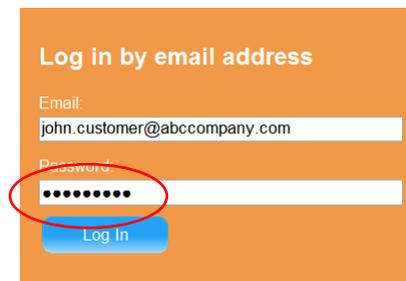


CXM SUPPORT WEBSITE USER GUIDE

- In your web browser type the following URL : <http://support.4cxm.com>



- You will be welcomed with the following screen.



- Enter your e-mail address and the password provided to you, then click the Log In button.

- When you have successfully logged in you will be presented with a screen that shows any current tickets for your company. Please note that you may search by Open, Closed or Pending tickets.

Select the type of tickets you would like to view

The screenshot shows the CXM support portal interface. At the top left is the CXM logo. A navigation bar contains links for Tickets, FAQs, My System, Downloads, Documents, Requests, and Manage. Below this, there are two tabs: 'View Tickets' and 'Enter New Ticket'. The 'View Tickets' tab is active. Underneath, there is a 'Filter tickets by:' section with three radio buttons: 'Open' (selected), 'Closed', and 'Pending'. To the right of the filter is a 'Site:' dropdown menu with the text 'Your company name will show here'. Below the filter is a list of four tickets, each with a blue link to the ticket number, its type, the user who submitted it, the date received, and the date scheduled. The first ticket is 00032411, Type: Help Desk, By: atg.cxm, Received: 6/1/2012, Scheduled: (not entered). The second is 00029699, Type: Help Desk, By: atg.cxm, Received: 1/25/2012, Scheduled: (not entered). The third is 00029214, Type: Help Desk, By: atg.cxm, Received: 12/19/2011, Scheduled: (not entered). The fourth is 00005555, Type: New Installation, By: debra.irvin, Received: 8/22/2008, Scheduled: (not entered). At the bottom of the page are links for Home, Contact Us, and Change Password.

ENTERING A SUPPORT TICKET

- To enter a new ticket Click the link at the top of your screen.

This screenshot shows the same CXM support portal interface as the previous one, but with the 'Enter New Ticket' link in the navigation bar highlighted with a green oval. The 'View Tickets' tab is still active, and the filter section is visible below it.

- From the drop down at the top of your screen, select the ticket urgency.

The screenshot shows a navigation bar with 'Tickets' selected. Below it, there are two tabs: 'View Tickets' and 'Enter New Ticket'. The 'Enter New Ticket' form has a 'Site' dropdown set to 'Ace Surgical Supply' and a 'Ticket urgency' dropdown menu open. The menu options are: 'Standard (36 hour response)' (highlighted), 'No Hurry', 'Need to discuss further', and 'Urgent (3 hour response)'.

Note: Depending upon maintenance contract, labor charges may apply. We would like to remind you that in your CXM maintenance/warranty agreement, an emergency is defined as "total failure of the system or its central processor, or 25% of the recording ports or software being out of service."

- If the request involves an impending date, select the date from the Calendar next to Schedule for:

The screenshot shows a calendar for November 2009. The days of the week are listed as Sun, Mon, Tue, Wed, Thu, Fri, Sat. The dates are arranged in a grid. The 'Schedule for:' label is positioned to the left of the calendar.

November 2009						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	26	27	28	29	30	31
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

- If you have any attachments that will assist CXM Support with your request please use the Browse button and select your desired attachment.

The screenshot shows the 'Attachment:' label, a text input field, and a 'Browse...' button.

- Select which type of issue you are having. Anything related to your phones or phone system would be Telecom. If your issue is regarding CXM call recording, select the CXM radio button.

The screenshot shows the label 'Telecom or CXM issue?' and two radio buttons: 'Telecom' and 'CXM'.

- Using the space provided, please describe your issue or request. When you have finished click OK.

Please describe your issue, then click OK:

We are unable to find a call for Station number 3958 at 7/1/2011 12:18:36PM. |

OK Cancel

[Home](#) [Contact Us](#) [Change Password](#)

FREQUENTLY ASKED QUESTIONS

- At the top of your screen select FAQs

Tickets **FAQs** My System Downloads Documents Requests

[View Tickets](#) [Enter New Ticket](#)

Filter tickets by:

Open Closed Pending

- This section of the site will be regularly updated with documentation for our most frequently asked questions.

Tickets **FAQs** My System Downloads Documents Requests Manage

Question Index

[My office is moving soon. What do I need to do to make my CXM system ready for the move?](#)

[I can't log in to the CXM Web Interface.](#)

[I can't establish a connection to the CXM Web Interface. It does not display in my browser.](#)

[I am unable to pull up calls in the Web Interface.](#)

[I am unable to use the Drop Down Calendar when trying to search for calls in CXM. I get a red "X" or Invalid Link icon.](#)

[I have trouble with using Live Monitor.](#)

[We are going to be adding more stations to our Avaya phone system. What kind of licenses do I need and how many?](#)

[I have an older system and am using tapes for my CXM archiving and restore jobs and sometimes the process seems to get hung. I am not ready to move to network archiving or use an external hard drive. so Is there anything I can do?](#)

[We recently installed the latest Windows Updates on our CXM Webstore server and now the CXM web page does not come up. I get a 'HTTP 404 Page not Found' error. What happened?](#)

[I have problems getting computers to be Screen Captured.](#)

Answers

My office is moving soon. What do I need to do to make my CXM system ready for the move?

Depending upon the type of integration you have with your phone system , there are different steps involved. You will always want to back up your SQL database, back up key CXM files, and then find out if your IP addresses will be changing in the network environment. Please contact the Support Team at 866-400-4296 for more information on what you need to do.

I can't log in to the CXM Web Interface.

Verify that you have the correct Username and Password assigned by your Supervisor. Password can be reset by the CXM Administrator

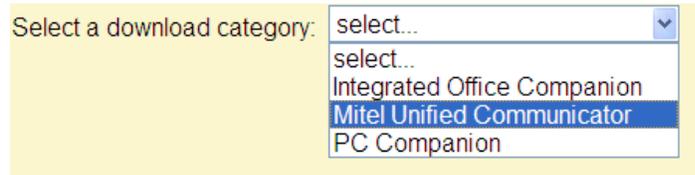
[Home](#) [Contact Us](#) [Change Password](#)

DOWNLOADS

- When certain software is purchased, it will be available for download through our website. To access the software downloads click the Downloads tab at the top of your screen.
 - **Note:** For most CXM customers, all your principal software downloads are accessible through your the CXM web ui installed at your premises.



- Use the drop down box to select the category for the product you are downloading



- Select the link for the correct download within the category.

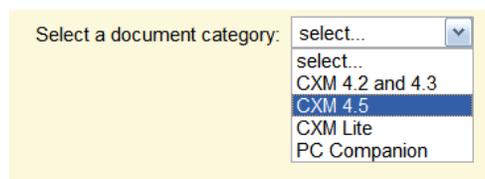


DOCUMENTS

- Select the Documents tab at the top of your screen.



- Using the drop down menu, select the document category you are looking for. (For example: if you need one of the guides for a CXM 4.5 system, you would select **CXM 4.5**).



- Once you have selected a category, choose the link for the document you need.

Select a document category: CXM 4.5

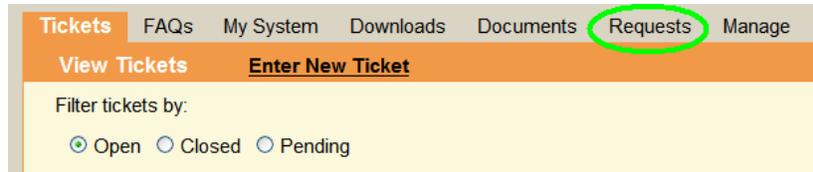
- [CXM 4.5 Administrator Guide](#)
- [CXM 4.5 AES Admin Guide](#)
- [CXM 4.5 Archiving Guide](#)
- [CXM 4.5 Coaching Guide](#)
- [CXM 4.5 Desktop Monitor Guide](#)
- [CXM 4.5 Live Monitor Guide](#)
- [CXM 4.5 Media Player Guide](#)
- [CXM 4.5 Record On Demand Guide](#)
- [CXM 4.5 Reports Guide](#)
- [CXM 4.5 Search Guide](#)
- [CXM 4.5 System Guide](#)
- [CXM Screen Capture Troubleshooting Guide](#)

Note 1: *If you have trouble downloading any of the guides or documents, make sure your browser does not currently block pop-ups, that you have our Support website set up as a trusted site. Please note that once the document is loaded, you will have the option to save it as a PDF or print it, assuming your computer has the necessary software and plug-ins for viewing PDFs.*

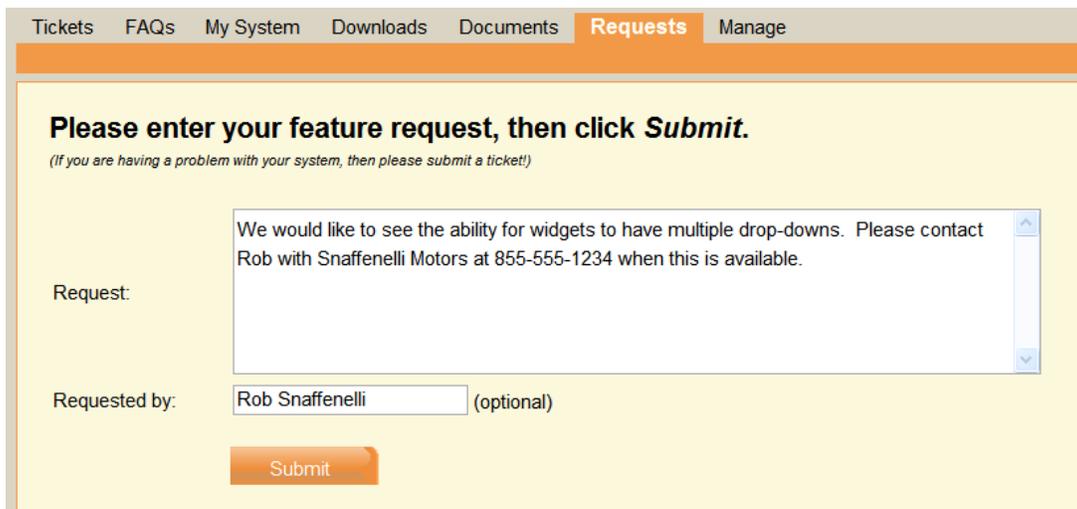
Note 2: *Most if not all CXM customers can also refer to the online "Help" guide built directly into their web ui software.*

REQUESTS

- Select the Requests tab at the top of your screen.



- Once you have navigated to the Requests page, please type a message describing the new functionality or features you desire to see included in CXM. Once your message has been received a member of our Sales or Development teams will contact you.
 - **Note:** These should only be features not currently offered in CXM. If you have a problem with a known feature or resource in CXM that is not working properly, please submit a new ticket on the Tickets page.

A screenshot of the 'Enter New Ticket' form on the Requests page. The navigation bar at the top shows 'Requests' as the active tab. The main heading is 'Please enter your feature request, then click Submit.' with a sub-note: '(If you are having a problem with your system, then please submit a ticket!)'. The form contains a large text area labeled 'Request:' with the text: 'We would like to see the ability for widgets to have multiple drop-downs. Please contact Rob with Snaffenelli Motors at 855-555-1234 when this is available.' Below this is a text input field labeled 'Requested by:' containing the name 'Rob Snaffenelli' and the text '(optional)'. At the bottom of the form is an orange 'Submit' button.