

# Silver Shield Support Plan

## Unlimited HelpDESK Support

Why spend hours trying to figure out how to make a change to your Voice system when our HelpDESK experts can make the changes for you in minutes. From button mappings, AA menus to hunt groups just give us a call and consider them done! We also provide Statistical Reporting based on your desired reporting needs. The Silver Shield plan must provide Metropark access to your voice system through a remote connection. Metropark allows for these connection types: via VPN, VNC, Remote Terminal Services, or a Static IP, Pinhole etc..

## FTP Download Access

Isn't it frustrating to need a file or the latest software to solve an immediate problem, but you spend hours searching for a reliable download. Now you can Download all releases of Metropark supported system software and available accessory software. You now have access to major system releases, minor software updates, and bug fixes. In each major release area you will also have access to softphones, dialers, agent clients, supervisor clients, CDR call detail software, and other 3rd party applications. Depending on the manufacturer, software keys may be required to activate some software.

## Unlimited User Training

Whether you've hired a new IT person or just want to freshen your skills on your voice or networked systems, simply call one of our Help Desk technicians for supported system training. From voice to systems to data networked equipment to security firewalls, Metropark technicians will transfer the knowledge effectively and friendly. Training must be scheduled between 9am to 5pm C.S.T and is provided to you via a Online Desktop Sharing, HTML, or Powerpoint remote dialogue.

## All Programming Changes

Reaching a voice or data expert at a time of need is billed at a minute by minute rate only after your reduced minimum is reached. MinuteHELP greatly lowers support costs over the typical hourly rates of most helpdesks as we bill in one minute increments.

## 2 Hour Response Time

In most cases you'll have extremely fast access to a certified technician. We do guarantee a 2 to 6 hour response for non emergencies to our Silver Shield customers, during normal HelpDesk hours 8am to 6pm C.S.T. Monday through Friday. Holidays and all After hours calls will be charged at a premium. Emergency calls are available 24x7 but will be charged an Emergency premium.



*Expertise & Trust...*

**Metropark.com 877-900-6856**

