

Knexus – Support Policy

A Product of KrudraCX Services Pvt. Ltd.

1. Introduction

This Support Policy defines the standards, scope, priorities, and procedures under which **KrudraCX Services Pvt. Ltd** provides technical and operational support for **Knexus**, an enterprise-grade customer experience and contact center platform powered by **KrudraCX**.

This document is intended to clearly outline service expectations, response timelines, and escalation mechanisms for customers using KrudraCX Knexus.

2. Scope of Support

- Support is limited to software components, modules, and services developed and supplied by **KrudraCX Services Pvt. Ltd.** under the KrudraCX Knexus platform.
- Third-party software, telecom providers, hardware, cloud infrastructure, or ISP-related issues are excluded unless explicitly covered under a written agreement.
- Support services are applicable only to customers with a valid and active support contract.
- Support is provided only during the validity period of the customer's support agreement.

3. Support Types

3.1 Basic Support

Includes assistance with standard operational issues such as:

- Platform usage and configuration guidance
- Call flow, campaign, IVR, and reporting support
- Database access and operational data retrieval
- Performance monitoring and basic diagnostics

3.2 Customization Support

Customization requests must be raised through an official Change Request process.

Includes:

- Configuration changes for new or modified services
- Report customization and workflow changes

- IVR modifications and third-party integrations

Customization services are chargeable based on approved effort and timelines.

3.3 Maintenance Support

Includes routine maintenance activities such as:

- Database health checks and backups
- Log maintenance and cleanup
- Voice recording backup assistance

3.4 On-Site Support

On-site support is provided on request and subject to availability.

Includes:

- Server migration assistance
- Hardware diagnostics related to Knexus usage
- Operational issues not resolvable remotely

Additional charges may apply for locations outside supported cities.

3.5 Holiday & Emergency Support

- Limited basic support may be available on holidays and weekends
- Critical incidents are handled based on priority and SLA

4. Support Channels

Online (Remote Access)

Secure remote access is used for diagnostics and resolution. Customers are responsible for providing secure connectivity.

Email Support

Support requests can be sent to the official support email. Responses are provided within one working day.

Telephone Support

Support is available via official support numbers only. Calls may be recorded for quality purposes.

On-Site Visit

On-site visits are conducted during business hours unless otherwise agreed.

5. Support Priorities

- **High Priority:** Complete service outage or critical business impact
- **Medium Priority:** Partial disruption affecting operations
- **Low Priority:** Minor or intermittent issues

6. Support Timings

- **General Support Hours:** Monday to Saturday, 10:00 AM – 7:00 PM IST
- **Extended Support:** Available on request
- **Emergency Support:** Available for critical issues

National holidays and major festivals may affect availability.

7. Resolution Timelines (Indicative)

Support Type	Response Time	Resolution Time
Basic Support	Immediate	1 Working Day
Customization	Within 24 Hours	3 Working Days
On-Site Support	2 Working Days	5 Working Days

8. Escalation Matrix

Level	Designation	Contact
Level 1	Support Engineer	
Level 2	Project Manager	
Level 3	Technical Head	

9. Exceptions

Support services may be delayed due to:

- Third-party dependencies
- Network or power failures at customer premises
- Force majeure events
- Lack of required access permissions

10. Legal Note

Knexus is a proprietary product powered by **KrudraCX** and owned by **KrudraCX Services Pvt. Ltd.** This policy may be updated periodically to comply with operational, legal, or regulatory requirements.

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