- In your web browser type the following URL : http://support.4cxm.com
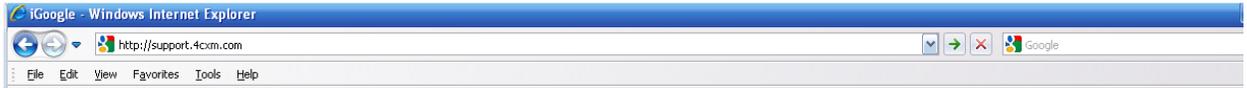
- You will be welcomed with the following screen.
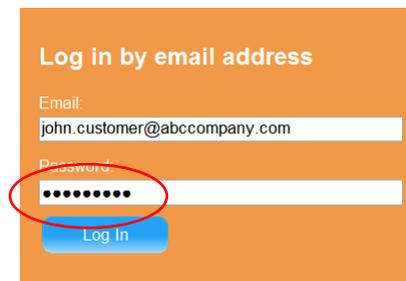
- Enter your e-mail address and the password provided to you, then click the Log In button.

- 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

ENTERING A SUPPORT TICKET

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

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

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:

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

- 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.

• 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
```

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.
```
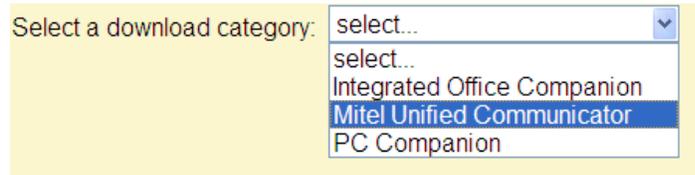
DOWNLOADS

- 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

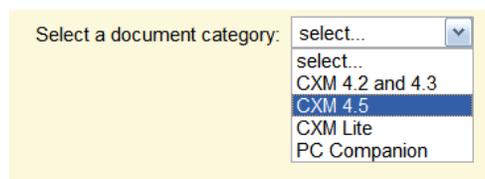- Select the link for the correct download within the category.

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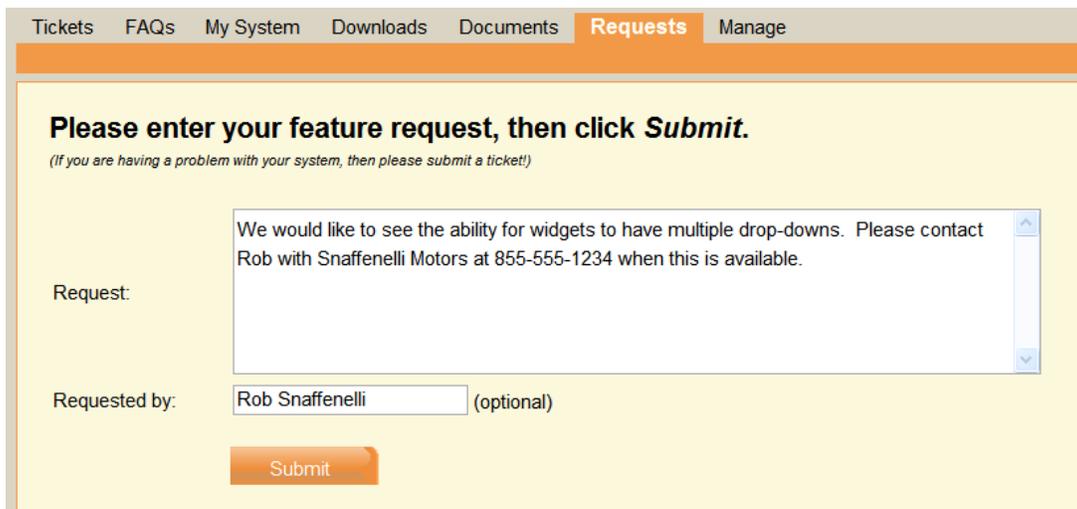
Note 2: Most if not all CXM customers can also refer to the online "Help" guide built directly into their web ui software.

• Select the Requests tab at the top of your screen.
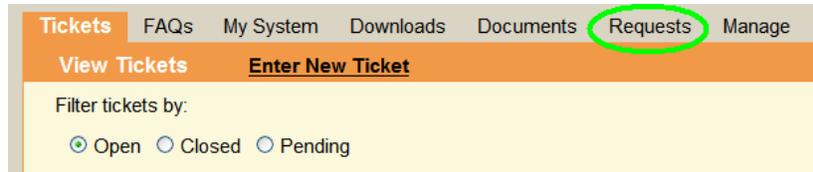
• Once you have navigated to the Requests page, please type a message describing the new functionality or features you desire to see included in CXM.   Once your message has been received a member of our Sales or Development teams will contact you.

  o *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.*