

Parlance Managed Service

solutions > performance assurance > managed service

Parlance leverages intelligent speech technologies to improve the caller experience for leading organizations nationwide. Hundreds of health systems, higher education institutions, and enterprises rely on Parlance to support excellent consumer experiences, reduce the cost of call navigation, and improve call center operations.

Since 1996, Parlance has been committed to the idea that callers deserve friction-free, voice-driven access to the resources they need inside large enterprises. Today's technology offers us the opportunity to elevate the calling experience with conversational AI.

Managed Services & Professional Services

Parlance is sold as a managed service. Many of our customers' day-to-day interactions with the Parlance team are included as part of the purchase of Parlance. This collaboration is integral to ensure optimal performance of the Parlance solution. In addition to these managed services, Parlance offers a suite of professional services that will be used throughout the life of the Parlance engagement. The two can be used simultaneously. To help you understand how Parlance defines the managed services that are included with agreement, and the professional services that will incur a cost under your agreement, there is a further description below.

Parlance defines managed services as the proactive monitoring and management of the Parlance solution on behalf of the customer. This includes: .

- Day-to-day maintenance
- Troubleshooting
- Security
- Adding of names / departments
- Ongoing listening / finetuning
- Back-up
- Administration
- Ongoing monitoring

Parlance keeps the solution you purchased running smoothly, with managed service. We support this using our service team, including our help desk and solutions engineers. Throughout the life of your Parlance engagement, you will get to know your solutions team and understand the impact of our managed service.

In addition to our managed services, Parlance also offers professional services. You will first be introduced to professional services during onboarding. As a part of your onboarding, also known as installation, you will be working with a professional services team, including but

not limited to, a project manager, a solutions engineer, telephony professionals, EHR professionals, and other members of our technical team. These teams are here to support a tasks that often involve a significant level of effort and expertise. Some examples of Professional Services include:

- Migration support
- Advanced troubleshooting
- Addition of new applications
- Changes to applications or dialog
- Addition of new sites of service
- Custom reporting
- Listening study / analysis
- Consulting
- Customer feature development

With the exception of installations, which are typically agreed upon during the initial contract signing, professional services typically require a statement of work (SOW), which outlines the services required. This allows both parties to gain clarity on the entirety of the project, including the scope, the timeline, the team, and the cost. Once the SOW has been signed by both parties, the work will begin as planned. A need for professional services may be discovered during a managed service conversation. A best practice for this is to always check with your project sponsor or team if you are unsure what is or is not a professional service.

The Parlane managed and professional service teams work hand in hand and sometimes overlap and involve the same people. The purpose of the two teams is to allow ourselves to be available and support the ongoing solution while also providing you with the highest level of expertise to take your solution to the next level. We look forward to working with you!



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