



LIVEVOX

LiveVox System Status Page

Support Contacts:

24 Hour Support Line: 888.477.3448

Support Email: support@livevox.com

This document is an unpublished work protected by the United States copyright laws and is proprietary to LiveVox, Inc. ("LiveVox"). Disclosure, copying, reproduction, merger, translation, modification, enhancement, or use by anyone other than authorized employees, clients or licensees of LiveVox, and its affiliate companies, without the prior written consent of LiveVox, is prohibited. This document is intended as a guide to assist users of systems provided by LiveVox, and does not constitute the provision by LiveVox of any legal or compliance advice. Compliance by authorized clients or licensees of LiveVox with any and all applicable local, state, federal, or foreign laws and regulations is the sole responsibility of those authorized clients or licensees. Further, features and services that rely on third party performance are subject to the errors and omissions of those third parties, over which LiveVox has no control. LiveVox therefore disclaims any and all liability resulting from or arising out of any services supplied by or through any third party vendor or any acts or omissions of the applicable third party vendor. Additionally, LiveVox makes no representations or warranties with respect to the accuracy of content supplied by parties other than LiveVox.

This document last revised October 22, 2018.

For Internal and Client Use Only

Contents

Introduction	4
LiveVox System Status Page	4
<i>Accessing the Dashboard.....</i>	<i>4</i>
<i>Status Page.....</i>	<i>4</i>
Components	6
Environments.....	7
Stats panel.....	8
<i>History Page.....</i>	<i>9</i>
<i>Subscribing to Email Notifications.....</i>	<i>10</i>

Introduction

This document provides an overview of the LiveVox System Status Page. The LiveVox System Status Page provides users with the operational state of LiveVox platform components.

LiveVox System Status Page

Accessing the Dashboard

The dashboard is available at the following link: <https://status.livevox.com>

Subscribed users receive email notifications at the time of incident creation and updates. For details on how to subscribe, view [Subscribing to Email Notifications](#) section.

Status Page

The main Status page provides:

- The status of the available platform components. The components view is broken down by Platform version, components and environments.
- Environments (data centers) locations.
- Stats panel.

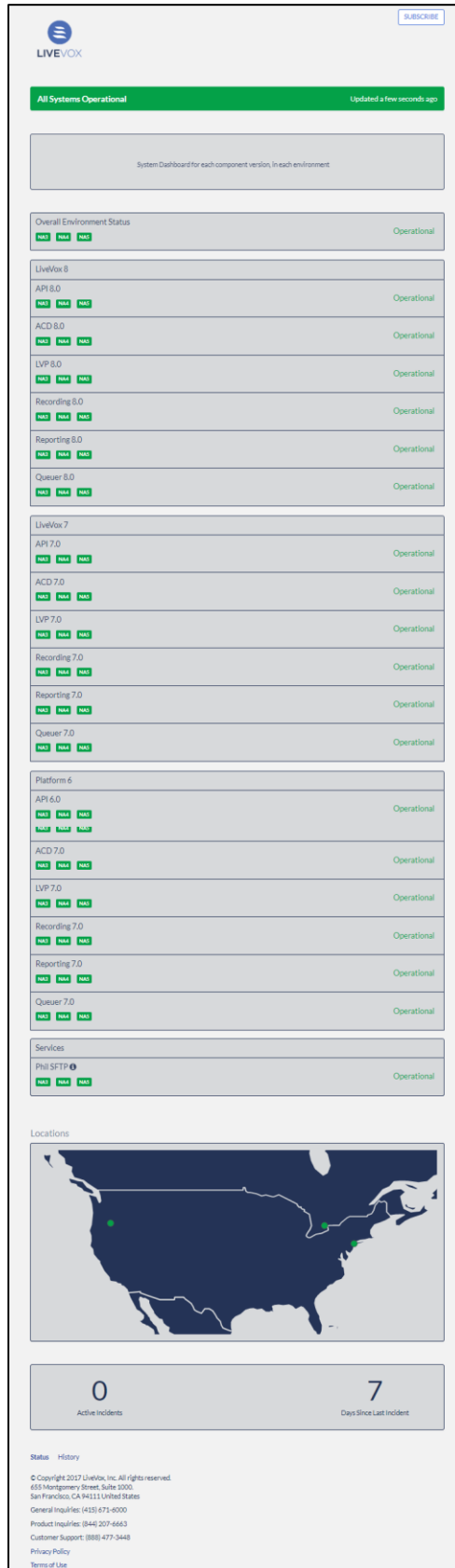


Figure 1: Status page of LiveVox System Status Page


Components

Components operating with no issues are displayed in green with the status *Operational*.

LiveVox 8		
API 8.0	<div style="display: flex; gap: 5px;"> <div style="background-color: green; color: white; padding: 2px 5px;">NA3</div> <div style="background-color: green; color: white; padding: 2px 5px;">NA4</div> <div style="background-color: green; color: white; padding: 2px 5px;">NA5</div> </div>	Operational
ACD 8.0	<div style="display: flex; gap: 5px;"> <div style="background-color: green; color: white; padding: 2px 5px;">NA3</div> <div style="background-color: green; color: white; padding: 2px 5px;">NA4</div> <div style="background-color: green; color: white; padding: 2px 5px;">NA5</div> </div>	Operational
LVP 8.0	<div style="display: flex; gap: 5px;"> <div style="background-color: green; color: white; padding: 2px 5px;">NA3</div> <div style="background-color: green; color: white; padding: 2px 5px;">NA4</div> <div style="background-color: green; color: white; padding: 2px 5px;">NA5</div> </div>	Operational
Recording 8.0	<div style="display: flex; gap: 5px;"> <div style="background-color: green; color: white; padding: 2px 5px;">NA3</div> <div style="background-color: green; color: white; padding: 2px 5px;">NA4</div> <div style="background-color: green; color: white; padding: 2px 5px;">NA5</div> </div>	Operational
Reporting 8.0	<div style="display: flex; gap: 5px;"> <div style="background-color: green; color: white; padding: 2px 5px;">NA3</div> <div style="background-color: green; color: white; padding: 2px 5px;">NA4</div> <div style="background-color: green; color: white; padding: 2px 5px;">NA5</div> </div>	Operational
Queuer 8.0	<div style="display: flex; gap: 5px;"> <div style="background-color: green; color: white; padding: 2px 5px;">NA3</div> <div style="background-color: green; color: white; padding: 2px 5px;">NA4</div> <div style="background-color: green; color: white; padding: 2px 5px;">NA5</div> </div>	Operational
LiveVox 7		
API 7.0	<div style="display: flex; gap: 5px;"> <div style="background-color: green; color: white; padding: 2px 5px;">NA3</div> <div style="background-color: green; color: white; padding: 2px 5px;">NA4</div> <div style="background-color: green; color: white; padding: 2px 5px;">NA5</div> </div>	Operational
ACD 7.0	<div style="display: flex; gap: 5px;"> <div style="background-color: green; color: white; padding: 2px 5px;">NA3</div> <div style="background-color: green; color: white; padding: 2px 5px;">NA4</div> <div style="background-color: green; color: white; padding: 2px 5px;">NA5</div> </div>	Operational
LVP 7.0	<div style="display: flex; gap: 5px;"> <div style="background-color: green; color: white; padding: 2px 5px;">NA3</div> <div style="background-color: green; color: white; padding: 2px 5px;">NA4</div> <div style="background-color: green; color: white; padding: 2px 5px;">NA5</div> </div>	Operational
Recording 7.0	<div style="display: flex; gap: 5px;"> <div style="background-color: green; color: white; padding: 2px 5px;">NA3</div> <div style="background-color: green; color: white; padding: 2px 5px;">NA4</div> <div style="background-color: green; color: white; padding: 2px 5px;">NA5</div> </div>	Operational
Reporting 7.0	<div style="display: flex; gap: 5px;"> <div style="background-color: green; color: white; padding: 2px 5px;">NA3</div> <div style="background-color: green; color: white; padding: 2px 5px;">NA4</div> <div style="background-color: green; color: white; padding: 2px 5px;">NA5</div> </div>	Operational
Queuer 7.0	<div style="display: flex; gap: 5px;"> <div style="background-color: green; color: white; padding: 2px 5px;">NA3</div> <div style="background-color: green; color: white; padding: 2px 5px;">NA4</div> <div style="background-color: green; color: white; padding: 2px 5px;">NA5</div> </div>	Operational

Figure 2: View of components operation with no issues

If there are issues, the display will change to red with the status *Service Disruption*.

Note  : Any disruption that lasts for more than 10 minutes, will generate an incident ticket. If a user is a subscribed user, they will receive email notification with the details of the incident. Also, the status box will have updates providing the specifics for the component affected.

Platform 6	
API 6.0 NA3 NA4 NA5	Service Disruption
ACD 6.0 NA3 NA4 NA5	Operational
LVP 6.0 NA3 NA4 NA5	Operational
Reporting 6.0 NA3 NA4 NA5	Operational

Figure 3: View of the dashboard with Service Disruption

Subscribed users may also see the display change to gold with the status *Partial Service Disruption*. This will apply in situations when a specific version of ACD is impacted, however, the ACD instance the client is on may not be affected.


Platform 6	
API 6.0 NA3 NA4 NA5	Operational
ACD 6.0 NA3 NA4 NA5	Partial Service Disruption
LVP 6.0 NA3 NA4 NA5	Operational
Reporting 6.0 NA3 NA4 NA5	Operational

Figure 4: View of the dashboard with Partial Service Disruption

Environments

The map in the Locations section of the Status page identifies existing environments (data centers):

- NA3 – New York
- NA4 – US West Region
- NA5 – Canada

Note  : The client's environment ID can be found within the URL link of the portal. For example, <https://na3.livevox.com/<Client Code>>.

When no current issues exist, the locations are displayed in green. If there are issues, the display changes to red or gold based on where the service disruption occurs.

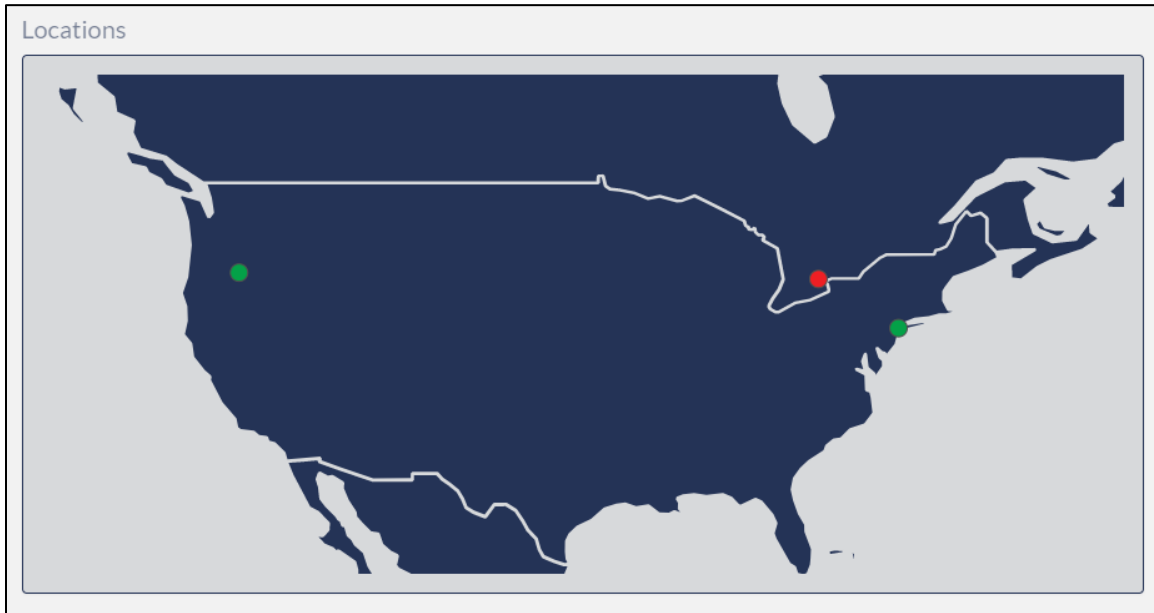


Figure 5: Service disruption in NA5

Stats panel

The Stats panel displays the following statistic:

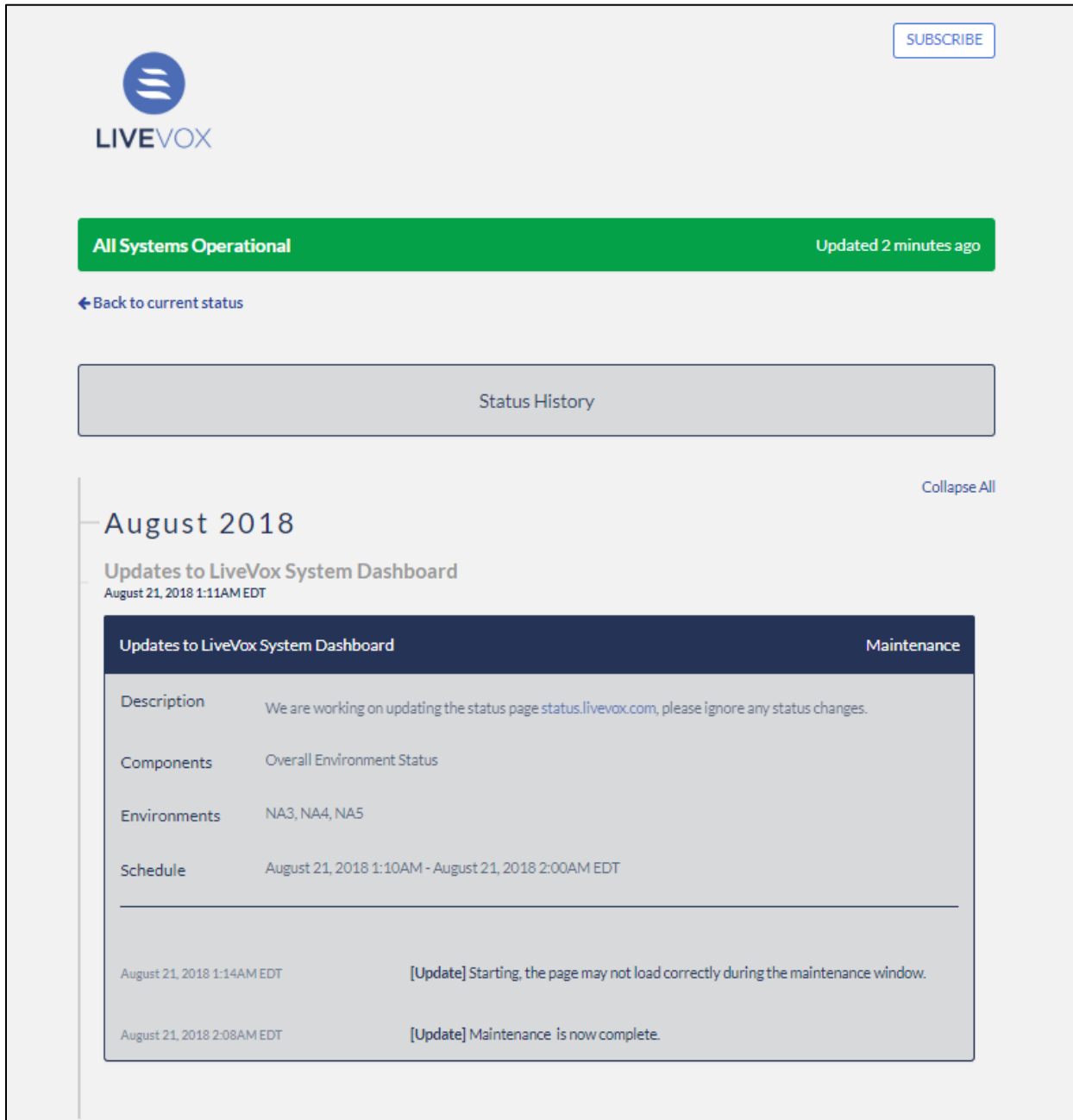
- Active Incidents – total number of currently opened service disruption incident tickets
- Days Since Last Incident – the number of days since last incident



Figure 6: Stats panel

History Page

The History page provides incidents log for the last two weeks.



The screenshot displays the LiveVox status history interface. At the top left is the LiveVox logo, and at the top right is a 'SUBSCRIBE' button. A prominent green banner indicates 'All Systems Operational', updated 2 minutes ago. Below this is a link to 'Back to current status'. A 'Status History' section is visible, with a 'Collapse All' option. The main content area shows a section for 'August 2018' with the title 'Updates to LiveVox System Dashboard' dated August 21, 2018 1:11AM EDT. This section contains a table with details about a maintenance update.

Updates to LiveVox System Dashboard		Maintenance
Description	We are working on updating the status page status.livevox.com, please ignore any status changes.	
Components	Overall Environment Status	
Environments	NA3, NA4, NA5	
Schedule	August 21, 2018 1:10AM - August 21, 2018 2:00AM EDT	
August 21, 2018 1:14AM EDT	[Update] Starting, the page may not load correctly during the maintenance window.	
August 21, 2018 2:08AM EDT	[Update] Maintenance is now complete.	

Figure 7: Status History page

Subscribing to Email Notifications

When an incident occurs within any of the platform components, subscribed users will receive an email at the time of the incident creation and any updates.

- To receive notifications, users must subscribe using the **Subscribe** button from the top right of the dashboard and follow these steps:
 - Select **Subscribe**

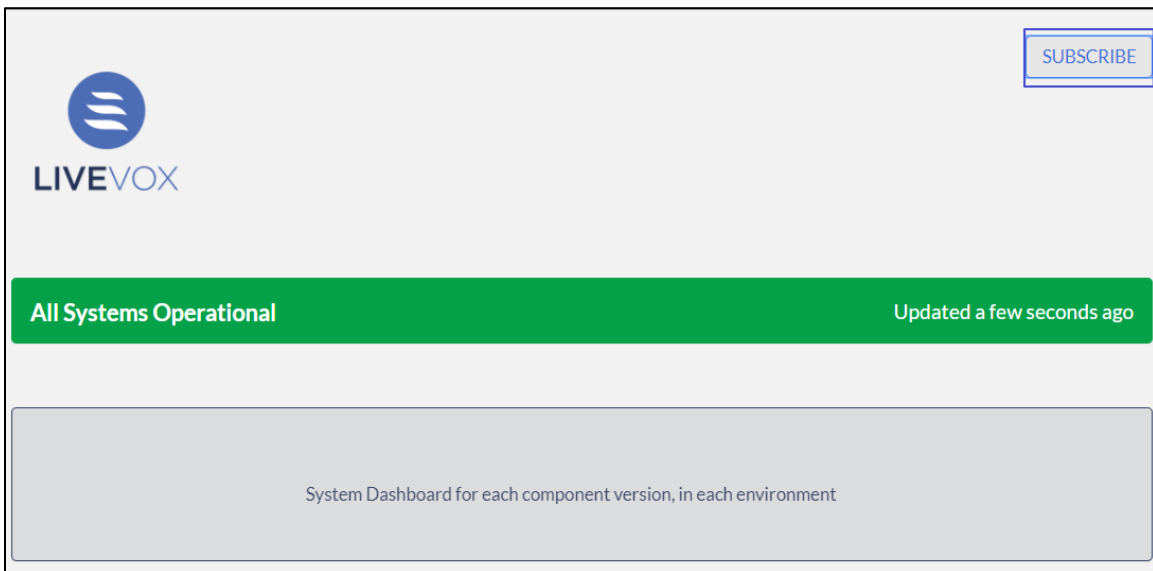


Figure 8: Subscribe button in the Stats page

- Enter an email and click **Subscribe**

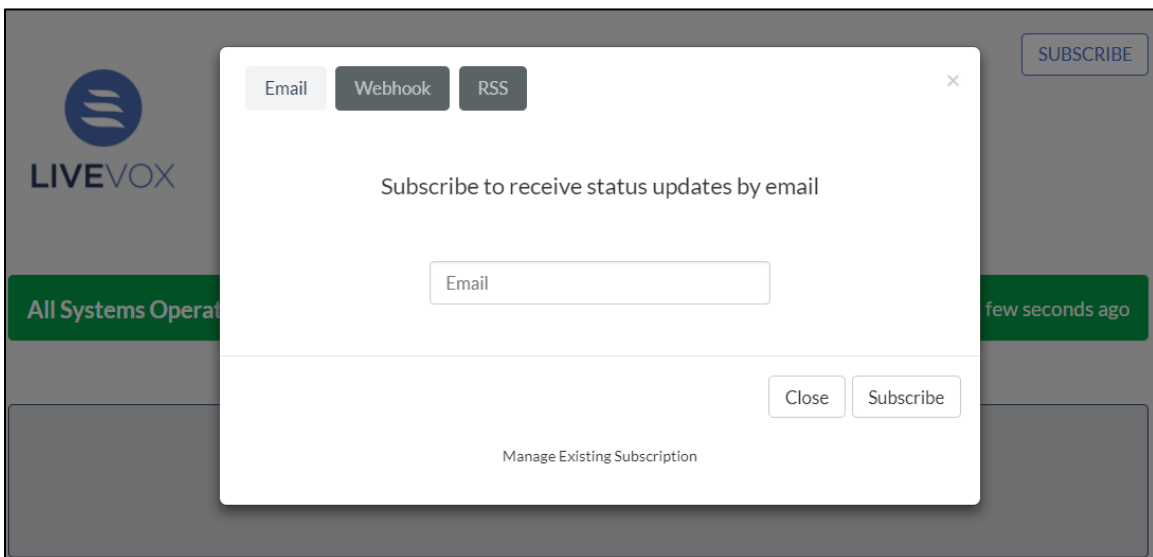


Figure 9: Email subscription screen

- To manage subscription options, user must:
 - Select **Subscribe** button from the top right of the Status page and select **Manage Existing Subscription**

Note  : To manage a subscription the user must have an account with an active subscription.

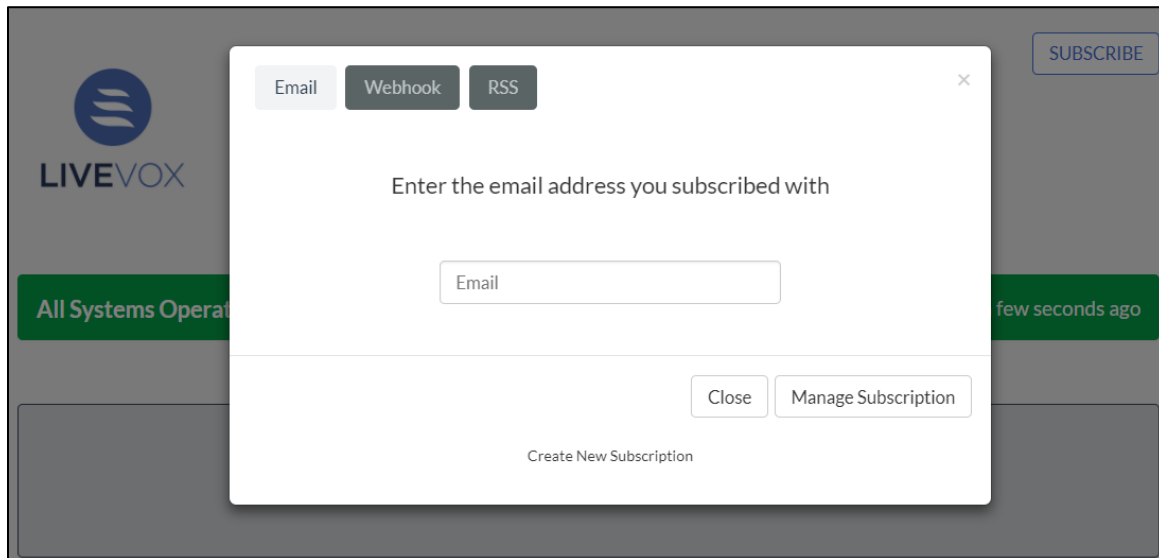


Figure 10: Manage Subscription option

- Enter the email account used to subscribe
- Select the **Manage Subscription** button.

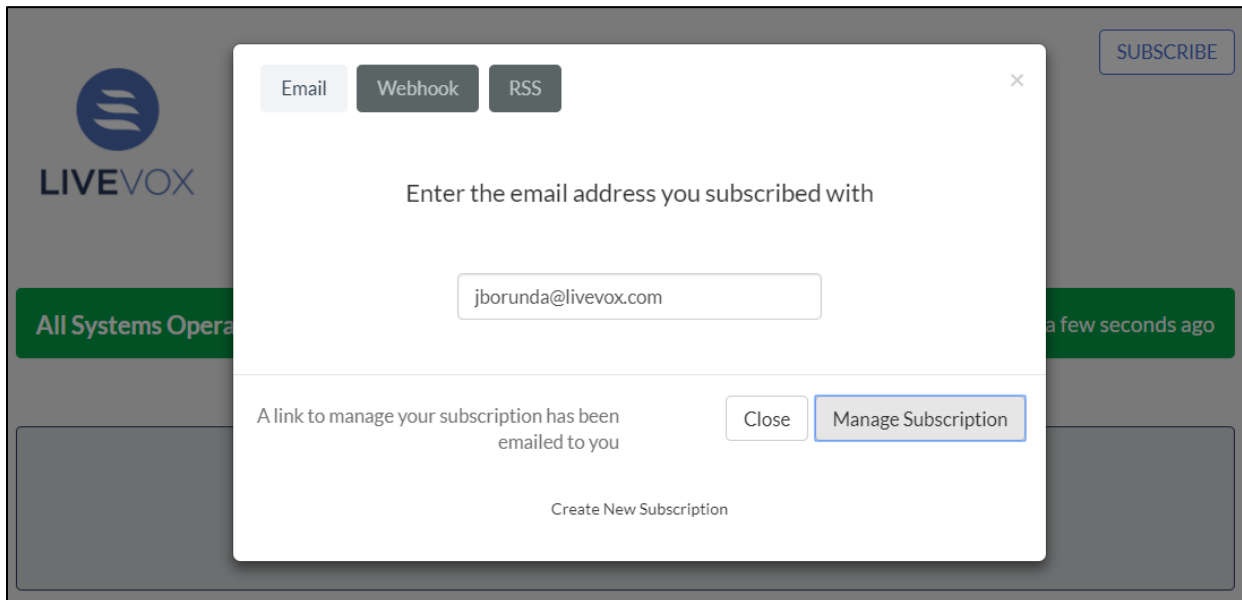



Figure 11: Manage subscription link

- An email with a link to manage subscriptions should be sent to the entered email address.
- Selecting the link will display the Manage Subscription page. From this screen, users can select the components for which they wish to receive notifications.

The screenshot displays the 'Manage Subscription' interface. At the top left is the LiveVox logo. Below it, the title 'Manage Subscription' is centered. The user's email address is shown as 'Email Address: jborunda@livevox.com'. There are two buttons: 'Select All' and 'Deselect All'. The main content area is a list of subscription categories, each with a checked checkbox and three sub-items (NA3, NA4, NA5). The categories include: Overall Environment Status, API 8.0, ACD 8.0, LVP 8.0, Recording 8.0, ACD 8.0, LVP 8.0, Recording 8.0, Reporting 8.0, Queue 8.0, Recording 7.0, Reporting 7.0, Queue 7.0, API 7.0, ACD 7.0, LVP 7.0, Reporting 5.0, Queue 5.0, and PHP 8.0. At the bottom of the list are 'Unsubscribe' and 'Save Subscription' buttons. Below the main content area, there is a 'Status History' section with copyright information: '© Copyright 2017 LiveVox, Inc. All rights reserved. 458 Montgomery Street, Suite 1000, San Francisco, CA 94111 United States. General Inquiries: (415) 873-8000. Product Inquiries: (544) 337-6665. Customer Support: (888) 477-3448.'

Figure 12: Subscription selection screen

- Select **Save Subscription** to save the selection.

Note  : LiveVox continues to add new components to the dashboard. To receive notifications for newly added components, users have to go back to the Manage Subscription page and select the new components for which they wish to receive notifications.

A subscribed user will receive an email notification like the following at the time of incident creation and updates:

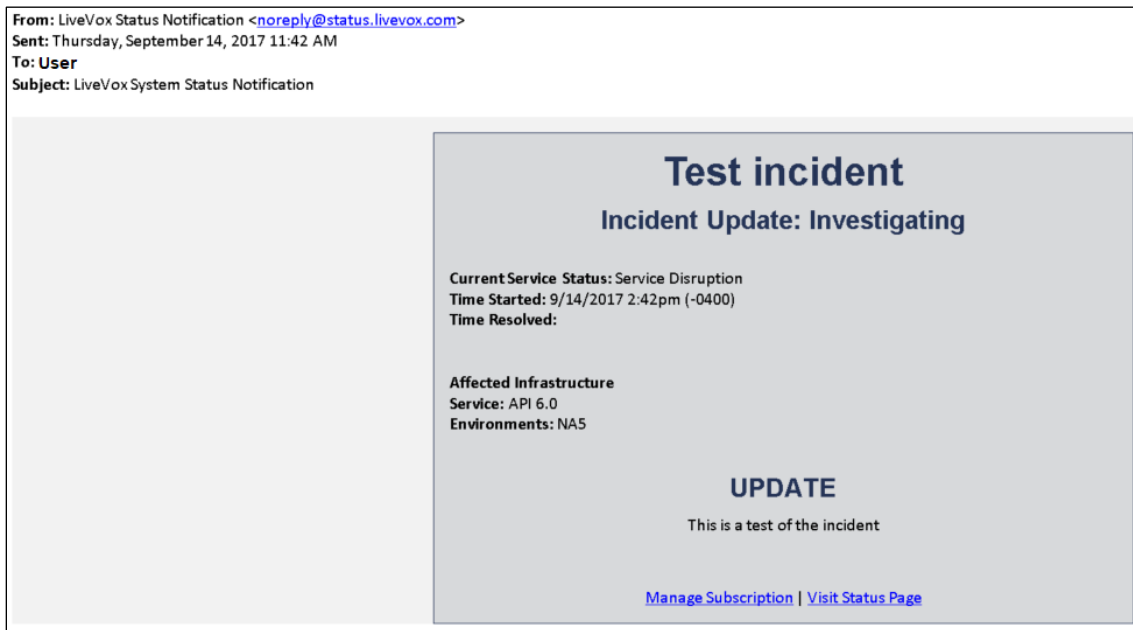


Figure 13: Example of email notification