

W+ lite支援實施服務指引

W+ Lite support & implementation service Guideline



WANTECH INNOVATION TECHNOLOGY LTD

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W+ Lite 支援及實施服務

感謝客戶採購我們W+ Lite 的支援及實施服務，為了讓您可以更方面了解及清晰我們成功套餐的內容，以及應用方法方式，請仔細閱讀及參考我們這份指引資料。

什麼是支援實施服務？

W+ Lite 的支援實施服務是一種預購鐘數服務的收費。此套餐包括10個小時的服務，每當你有不同的疑問或需求希望得到專人支援，譬如進行培訓，系統問題解決、甚至數據導入系統等服務，您都可以跟我們提出。我們收到質詢後，會先和您通知此需求所需要扣的鐘數，同意後我們會扣掉且進行項目，剩下的時數可以繼續保留到下一次有需要的時候使用。服務的有效期是一年（以購買日開始計算）。

為什麼我需要使用支援實施服務？

支援實施服務適合一些採購了W+ Lite的優惠系統套餐、但在使用過程中對於營運或系統有更多的需求及疑問，希望的到更深入的支援及幫助的公司及認識。支援實施服務的好處是您可以在自己可控的成本上開始使用系統，以及有一年的時間邊使用系統邊觀察到自己的需要，隨時提出要求讓我們幫您完善系統。

W+ Lite Support & Implementation Service

Thank you for purchasing our W+ Lite support & implementation service. To better enable you to understand how to utilize our support & implementation services, please kindly review this guideline.

What is the W+ Lite support & implementation service?

W+ Lite support & implementation service is a pre-paid services based on hourly work conducted. This service includes 10 hours of service, whenever you have any queries or questions, such as: request of training, data import, customization or development of functions/layouts, you may send us your request. Upon receiving your request we will advise how many hours of service we will need for those requests, and when you agree we will deduct it from your available hours. The remaining hours will be there for you to use the next time you have any service required. W+ Lite support & implementation service are valid for one year from your day of purchase.

Why should I use W+ Lite support & implementation service?

W+ Lite support & implementation service are suitable for those who have purchased our W+ Lite system packages, and thereafter have additional requests or questions requiring stronger support. As W+ Lite support & implementation service is a pre-paid service, it allows you to find out what your needs are for your system while you are using it, and bring them up with us to implement and enhance your system when you need to.

W+ Lite 支援及實施服務應用參考

以下是一些初步參考資料，不同公司可應用服務在什麼地方

W+ Lite 支援及實施服務	
小時	10
合適公司用戶數量	1-10
服務及功能需求	Low
可應用服務參考	
用戶培訓	✓
系統使用的疑問及質詢	✓
數據導入指引	✓
系統技術性問題質詢	✓
系統設置（產品、公司、聯繫人）	✓
電話質詢	✓

W+ Lite Support & Implementation Service Usage Reference

Below are some reference as to the services which might be applicable for the services

W+ Lite Support & Implementation Service	
Hours	10
Suggested For Companies with Users Of	1-10
Service & function Requirements	Low
Usage Task References	
User training	✓
General Q&A on System Usage	✓
Data migration guideline	✓
System debugging / questions	✓
System settings (Products, contacts, etc) guidelines	✓
Phone enquiries	✓

W+ Lite 支援及實施服務條款：

- 電話溝通將按每節 15 分鐘扣除（如果少於 15 分鐘將按 15 分鐘收費）
- 服務僅限電話和電子郵件聯絡，不包括所有其他溝通工具或方法
- 每一項的到客戶確認後的實施和開發服務工作將需長達 2-3 週的時間來完成
- 服務時間：
 - 收到問題後，將在正常工作日上午 9:30 至下午 6:00 正常工作時間內，24 小時內確認收到請求或問題
 - 簡單的debug問題解決方案將在確認收到請求/問題 72 小時內處理
 - 根據問題的難度，需要用程式員或更複雜的debug事宜，將在確認收到請求/問題 5 個工作天或以上處理
 - 自付款之日起有效期為 1 年
- 不支援任何需要開發的功能。如需要開發，客戶需要額外費用升級為W+ Pro。

W+ Lite support & implementation service

Terms & Conditions:

- For phone calls, we will deduct based on 15 minute per session (if less than 15 minutes will be charged as 15 minutes)
- Services are limited to telephone and email liaison, all other communication tools or methods are not included
- Support or implementation services will require up to 2-3 weeks to finalise and deliver tasks upon confirmation of requested tasks
- Service response time:
 - Will provide acknowledgement to request or question within 24 hours of receiving question during normal business hours 9:30am-6:00pm on weekdays
 - Simple debugging and solution will be handled within 72 hours upon acknowledgement
 - Issues requiring programming or advanced debugging will require up to 5 working days or more upon acknowledgement, depending on the level of complication
 - Valid for 1 year starting upon the day of payment
- Does not support any function requiring development or customizations. If development is required, customers will need to upgrade to W+ Pro.

THANK YOU

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