

Overview

We have implemented several important updates to the ticket forms you use to submit requests to our Support team. These enhancements are designed to streamline your experience and ensure your requests are processed more efficiently.

We are confident that these updates will significantly improve your interaction with our support system, making it easier for you to get the assistance you need. Should you have any questions or require further assistance, please do not hesitate to reach out to our Support team.

What's Changing and Why:

- Updated Urgency Categories:**
 - We have introduced new urgency levels (Level 1-4) with clear timelines for when you can expect completion. This will help prioritize your requests based on their criticality.
- Simplified Options:**
 - The updated forms will make it easier to understand which option to choose. We will advise when you should call versus just submitting a ticket and notify you of general completion times for your request.
- Clearer Wording:**
 - We have improved the wording to help you better understand the types of requests and what assistance you may need.
- Comprehensive Information Collection:**
 - The new forms are designed to gather all necessary information upfront, reducing the need for follow-up communication and speeding up the resolution process.
- New Urgency Options for CC and PS Forms:**
 - We have added urgency options for new CC (Clinical Collaboration) forms for your review.

Ticket Priority Levels and Expected Turnaround Times:

Level 1: Interruption that causes critical functions to stop working with no workaround available. The issue limits users' (some to all users) ability to message or access the web/app.

- SLA:** First response within 1 hour; Resolved within 24 hours
- Action:** *Contact support via phone immediately instead of submitting a ticket.*

Level 2: Degraded service or impact on users' (some to all users) ability to message or access the web/app, resulting in a high impact on patient care.

- SLA:** First response within 2 hours; Resolved within 72 hours
- Action:** *Contact support via phone immediately instead of submitting a ticket.*

Level 3: Issue limited to a single user and their ability to message or access the web/app or is an urgent request.

- SLA:** First response within 4 hours; Resolved within 120 hours
- Action:** *Contact support via phone but may elect to submit a ticket.*

Level 4: Any task that could be performed with self-administration by the user or is a non-urgent change that impacts the admin side of the service.

- SLA:** First response within 48 hours; Resolved within 240 hours
- Action:** *Use the Customer Portal to submit a ticket.*

Updated Ticket Categories:

- Add/remove users
- Assignable role creation/update
- Billing assistance
- Department creation/update
- Directory creation/update
- Legal request
- Message type add/remove/update
- News & announcements update
- Patient-related
- Provisioning rules creation/update
- Policy creation/update/questions
- Reporting request
- Schedule creation/update/assistance
- Troubleshooting – Mobile app/Web Console
- Telephony update
- Update user info

How to Access the Customer Portal:

1. Go to <https://support.telmediq.com/hc/en-us>.
2. Choose **Sign In** from the top right.
3. On the login screen, consider two options for logging in for the first time:
 - **Option 1:** Have you emailed PerfectServe Clinical Collaboration Support before? If so, you are most likely already set up as an end user in our system and simply need to choose “Get a password”.
 - **Option 2:** If you are a new PerfectServe Clinical Collaboration user, follow the instructions to create a new account.

How to Contact Support:

- **Submitting a Ticket in the Customer Portal:**
 - To submit a ticket, click **Submit a Ticket** in the top bar.
 - Choose your request type and fill out the necessary details.
 - You can add attachments such as error screenshots and call schedules.
- **Calling Support:**
 - **Telephone:** 1.877.844.7727 x1
- **PerfectServe Clinical Collaboration Mobile App:**
 - Expand the side menu and select **Email Support** or **Request Callback**.