

Overview

Users can log into our Customer Portal to submit a ticket for PerfectServe Support. This allows Support to assist with any issues, requests, or questions you may have. Remember to complete all required fields to avoid any delays in processing your request.

Primary Ticket Types

- **Access for incident communication (Statuspage)*:** Need access to receive Statuspage notifications.
- **Account cancellation for practice/after hours*:** Cancelling your service with PerfectServe.
- **Legal request for information*:** Data reports needed for a pending or active litigation.
- **Payment assistance*:** Questions about your invoices or any other billing questions/issues.
- **Clinical Collaboration requests (formerly Telmediq):** For all other specific needs pertaining to the PerfectServe Clinical Collaboration product.
- **Operator Console (SmartCall) requests*:** For all other specific needs pertaining to the PerfectServe Operator Console product.
- **Patient & Family Communications (CareWire/Reach) requests*:** For all other specific needs pertaining to the Patient & Family Communications product.
- **PerfectServe (Care Team & Practitioner) requests:** For all other specific needs pertaining to the PerfectServe Care Team and/or Practitioner product.

*Note: The request form will not prompt additional questions based on the information. Please ensure all required fields are completed accurately to avoid any delays in processing.

Additional Prompting Questions

When using the following forms, additional questions will prompt based on the information provided:

- Clinical Collaboration requests (formerly Telmediq)
- PerfectServe (Care Team & Practitioner) requests

Important Reminder

Issues that impact the ability to message or access the applications for users

- Single user – contact Support via phone or chat
- Some users – contact Support via phone
- A majority or all users – contact Support via phone

PerfectServe (Care Team & Practitioner) subcategories

- **Billing assist:** Any questions/issues that relate to the billing on the user's account
- **Call/message routing or message content assistance:** Any questions/issues related to a user's message form, routing, or contact methods.
- **Care Team User assistance:** Questions/issues related to Care Team user access, information, permissions, or troubleshooting.
- **Create new user, update user access, or user deactivation:** Creating new users, update existing user access, or deactivating an existing user.
- **Legal request for documentation:** Data report requests for active or pending legal litigation.
- **Practitioner user assistance:** Questions/issues related to Practitioner user access, information, or troubleshooting.
- **Practice communication (after hours):** Questions/issue related to after hours/practice routing, prompts, or access.
- **Reporting requests:** Reports for data or interactions that are not tied to a legal case.
- **Schedule assistance:** Updating coverage, permissions, templates related to schedules.
- **Update user or account information:** Updating user or account information – such as: name changes, email address, office addresses, account name changes.

Clinical Collaboration (formerly Telmediq) subcategories

- **Add/remove user:** Questions/issues needed with adding or removing a user.
- **Assignable roles create/update:** Questions/issues with creating or updating assignable roles.
- **Billing assistance:** Questions/issues related to billing on the account.
- **Department creation/update:** Questions/issues in creating or updating a department.
- **Directory creation/update:** Questions/issues in creating or updating a directory.
- **Legal request for documentation:** Data report requests for active or pending legal litigation.
- **Message type add/remove/update:** Questions/issues with creating, updating, or deleting message types.
- **News & announcement updates:** Questions/issues with the News & Announcements feature.
- **Patient related:** Questions/issues regarding patient integrations.
- **Provisioning rules creation/update:** Questions/issues with creating or updating provisioning rules.
- **Policy creation/update/questions:** Questions/issues with alerting, routing, or escalation policies.
- **Reporting request:** Reports for data or interactions that are not tied to a legal case.
- **Schedule creation/updates:** Questions/issues related to schedule paging groups.
- **Telephony update:** Questions/issues related to telephony configuration.
- **Troubleshooting:** Any troubleshooting assistance with the web or mobile application.
- **Update user info:** Updating user or account information – such as: name changes, email address, office addresses, account name changes.

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.*

How to Access the Customer Portal:

1. Go to **Customer Portal** website
 - PerfectServe: www.support.perfectserve.com
 - Clinical Collaboration: www.support.telmediq.com
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 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 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
 - Ext. 5 for PerfectServe
 - Ext. 1 for Clinical Collaboration
- **PerfectServe Mobile App:**
 - Expand the side menu and select **Get Help**.
- **Clinical Collaboration Mobile App:**
 - Expand the side menu and select **Email Support** or **Request Callback**.