



It is our objective to achieve strong, continuous and consistent customer loyalty and satisfaction through proactive and reactive customer support programs.

10 Key Benefits of Customer Relations Management

- Dedicated Customer Relations Manager
- Scheduled Software Upgrades
- 24/7 Technical Support Option
- Automated System Error Notification
- Online Product Support Center
- CRM Team
- One Call Solution Center
- Live Answer 24/7
- Periodic Webinar Training
- Online e-Training Video Library

Protecting Your Investment

OnviSource understands that you have made a significant investment in the software that operates your OnviSource system. Helping you maintain and protect that asset throughout the year is in both of our best interests. OnviSource software support agreements ensure user satisfaction so you get the most out of your system.

With a support agreement in place, you'll get prompt, professional technical help and enjoy the exclusive key benefits listed above and described on the following pages.

OnviSource offers two simplified software support agreements:

Premium Support

All clients covered under the OnviSource Premium Software Support Agreement receive *unlimited* telephone access to support technicians 24 hours a day, 7 days a week.

Enhanced Support

All clients covered under the OnviSource Enhanced Software Support Agreement may access telephone support during our standard hours of operation from 8 a.m.- 6 p.m. (CST).



Proactive Support Programs

Dedicated Customer Relations Manager

OnviSource has employed a dedicated **Customer Relations Manager** to act as your point of contact for nontechnical issues or concerns that may arise in regard to your system. This individual will communicate with you to schedule upgrades, notify you of training and online events, and provide you with a quarterly maintenance summary report.

Scheduled Software Upgrades

Every so often, your company will have the opportunity to schedule an upgrade to your software, ensuring that your system remains on the most advanced version.

You will be notified 30 days in advance with a list of new features and changes at which time you can choose to schedule the upgrade. Training and upgrades *must* be scheduled during standard hours of operation from 8 a.m. to 6 p.m. (CST).

24/7 Technical Support Option

OnviSource has consolidated our support agreements into two simplified levels. Select the level of availability your organization requires.

Premium Support

All clients covered under the OnviSource Enhanced Software Support Agreement receive *unlimited* telephone access to support technicians 24 hours a day, 7 days a week.

Enhanced Support

All clients covered under the OnviSource Premium Software Support Agreement may access telephone support during our standard hours of operation from 8 a.m. to 6 p.m. (CST).

Automated System Error Notification

Dependent upon the version of software, your recording system may be configured to send automated alerts when system errors occur. Our service department will receive the alert and immediately open a service ticket to begin issue resolution processes. Users receive a notification of the error and resolution.

Important CRM Support Contact Information

OnCall Technical Support
CRM Point of Contact
Sales

(800) 388-8402
(866) 921-4064
(800) 311-3025

CRM Board communicate@onvisource.com
OnSite Support Website www.onvisource.com



Online and Live Support Programs

CRM Team

OnviSource has designated a fully empowered **Customer Relationship Management (CRM)** team to oversee all standard or escalated customer issues, requests, suggestions or ideas. This team has the responsibility of ensuring that the One Call Solution Center and service technicians provide expedient support and satisfactory resolutions for all reported issues; as well as reviewing and processing escalated issues or product feature requests.

OnviSource wants to hear from its customers. We have implemented an email address for communicating with us: communicate@onvisource.com. Senior staff members are heavily involved in CRM activities and are recipients of email from communicate@onvisource.com.

One Call Solution Center

This dedicated group of support personnel is the first point of contact for all customer issues and can be reached at **(800) 388-8402** or **(800) 311-3194**. The **One Call Solution Center** is at your disposal to initiate a request for support, resolve issues of concern and to monitor the progress of your support case.

Live Answer 24/7

To assure caring, prompt and professional customer service for after-hours service issues, OnviSource offers live after-hours answering services. You can speak with a live operator any time day or night! After-hours issues will be promptly relayed to an OnviSource technician who will respond back to you immediately within 30 minutes.

Online Product Support Center

Exclusively for customers on a Software Support Agreement, our online product support center, called *OnSite*, houses a wealth of helpful material such as product release notes, installation and setup guides, user manuals, help files, and more.

Periodic Webinar Training

OnviSource performs live training periodically via the web for customers on a support plan. A variety of topics and dates is available from *OnSite*, our customer support web pages.

Online e-Training Video Library

Exclusively for customers on a Software Support Agreement, our online product support center, called *OnSite*, provides a library of e-training videos. These videos guide users through basic operations and are conveniently available at any time of day.

