



Tips and Techniques to Get Faster Service from Dataprise During COVID-19

Dataprise continues to work around the clock to support your IT infrastructure and employee needs during this ongoing emergency.

To receive faster service from our technology teams during the COVID-19 crisis, please use the following recommendations:

WHEN UTILIZING SUPPORT@DATAPRISE.COM, CONTACT US FROM A KNOWN EMAIL

In most cases, we've pre-loaded your employee's contact information into our system. Therefore, it is important that your employees utilize a known email address when contacting us so that when a ticket is created automatically it is immediately matched to your organization and forwarded to the correct resolution team. For example, use john(at)dataprise.com and not john(at)gmail.com wherever possible.

WHEN CALLING US DIRECTLY, USE YOUR ASSIGNED DEDICATED DIAL-IN NUMBER

Most clients have been provided a dedicated inward dial (DID) phone number. Your employees should be utilizing this number when calling, wherever possible. Your DID is automatically connected to your dedicated resolution team.

DON'T WAIT ON HOLD, USE OUR CALLBACK AND V2T SERVICE

When dialing into our TEC, we offer all employees an automated callback service and also our unique **Voicemail-to-Ticket (V2T)** service. There is no reason to stay on hold because utilizing either of these services is **guaranteed to preserve the caller's place in line**. We've modified our phone systems to prioritize the callback and V2T system with the same priority as waiting on hold.

UPDATE USER PROFILES FOR FASTER SERVICE

Your staff can be guided to our automated **TEChy** Support Bot to:

- 1) Enter new electronic tickets or,
 - 2) Check status on previously entered tickets, and
 - 3) Update their user profiles with correct contact mobile phone numbers where necessary.
- TEChy** can be accessed now at www.dataprise.com/clientcenter.

If you have additional questions, please reach out to your Account Manager (AM) or Service Delivery Manager (SDM). They are the best-positioned to answer all of your questions.