



Customer Service Support Groups 2016 Procedures for Logging Calls

This escalation call sheet is designed to help you navigate the United Solutions Company Customer Service Support Groups so we can best meet your needs. Below are the recommended procedures for contacting us during and after regular business hours, updated for 2016.

Regular Support Hours [7:30AM - 6:30PM EST, Monday through Friday]

Non-Critical Calls

1. Email your question or service request to help@unitedsolutions.coop. (Emailing a Client Services or Network Services representative directly does not constitute logging a call, as these emails do not make it to the call tracking software.) If you would like to log a service request by telephone, call our toll-free number, **866-942-9186** and then dial extension 4200 for Client Services or 4300 for Network Services.
2. Track-IT receives the email and automatically generates a new work order number. This is why we recommend logging non-critical calls by email, because we will automatically create a work order and have the details of your request.
3. The body of your email is then entered into the newly opened work order, and the system sends you a confirmation. This system is designed to help you communicate quickly and efficiently with United Solutions Support, and provides the ability for you to check the status of the work order whenever you like.
4. We recommend you follow up with us by phone call, especially if your work order is time sensitive. Call us at 866-942-9186, extension 4200 for Client Services and 4300 for Network Services. When you call, just give the work order number to the person on the telephone.

Critical Calls [If you need immediate support e.g. system down, posting error, etc.]

1. Call **866-942-9186** first and get a USC representative on the telephone right away. Dial extension 4200 for Client Services, and 4300 for Network Services. If you do call the wrong department, that isn't a problem. Client Services and Network Services accept calls for our entire organization, routing calls to other departments as needed.
2. We will begin working on your call right away, setting the call up in Track-It for you because of the time sensitivity of your issue.

After Hours & Weekend Call Support

When contacting us after hours and on the weekend, the afterhours call tree is different.

1. The system announces that you have reached United Solutions after hours, and transfers the call to the United Solutions Afterhours Call Service.
2. The Call Service Representative will ask for your name and telephone, if the call is for Networking or Client Services, and a brief description of the call.
3. They will use the on-call sheet to connect you to the appropriate resource from United Solutions, so make sure to stay on the line to be transferred.
4. The after hour service also sends United Solutions an email detailing the call, so USC can better track after hours support requests.

If you don't get a hold of someone at United Solutions within 30 minutes, then call one of the numbers listed here:

Jim Giacobbe 850-443-4435	Denise Zuehlke 850-443-4431
Shea Lambert 850-443-4432	Matt Diersing 850-694-1182
Sajed Khan 850-445-9966	