



SUMMARY

Below is a list of common questions about Orchestra Support:

Q: What is the best way to contact Orchestra Support/submit a request?

A: All Support requests should be initiated through Zendesk, our support ticketing system. For information on how to access Zendesk, please speak with your Key User on how to submit tickets.

Q: What details are helpful when submitting tickets?

A: Please provide as much information as possible, as we review each individual ticket. If we are not able to provide a quick link to help solve your problem, we will research the issue and provide an individual response to assist you. We do our best to provide individualized and case-specific replies, so any information provided will help.

For general questions, please let us know what you are trying to do, what you are seeing, and what you have tried, and how we can be of assistance. For more in-depth questions, please provide a screenshot of the whole Orchestrated window and any information you think would be necessary to replicate your issue. Once we replicate your issue, we will let you know our thoughts and options for helping resolve the question.

If you provide all the above details and believe a phone call or screen share will be helpful in explaining the issue, please let us know in the ticket.



Q: What options does Support have in responding to my requests?

A: Support will respond to your request via the Zendesk Portal, telephone call, or Zoom screen share meeting.

Most Support requests will be responded to via the same Zendesk portal. When a response is given, you'll receive an email notifying you of the response.

For those requests that require additional discussion, the support technician may reach out to you via telephone or set up a Zoom screen share meeting to discuss/gather information.

Q: What is the standard response time for Support?

A: Resolution times vary depending on the difficulty of the question and the number of open tickets in the ticket queue. Support addresses tickets in the order they are received but strives to at least have a first response within an hour or two. Support also considers the **Business Impact** of the request in order to help prioritize their responses.

If, for some reason, you do not hear back from Support within this time frame you are welcome to post another message on the support ticket to ask for an update.

Q: What are the hours of operations for Support?

A: Support hours are 6:00 am – 5:00 pm PT, Monday-Friday

For off hour emergency support, i.e. connection issues, please call 877-683-2648 and follow the prompts to reach a tech. If this is a non-emergency that can wait



until business hours, please submit a support request and a tech will assist you during business hours.

Please note: non-emergency calls to our “off-hour support” are billed at a rate of \$200 per hour, billed in 15 minute increments, with a minimum of 30 minutes.