



When To Use

How To Use

Availability



Web Chat

- Quick Questions
- Non-Urgent Requests
- Non-Urgent Status Updates

- Click **HELP** in any AnswerX application
- Click on *ChatLive* on our Support Portal
- Click *Talk to a Specialist* in the Ticketing System

6:00 AM to 12:00 Midnight EST Weekdays



Support CallCenter

- Urgent Requests
- Urgent Status Updates
- New Hire(s) Configuration*
- Team HR/Support*

- Support, Development **800.441-4350**
- New Agent Support **866.NASN-HELP**
- Team Support/Human Resources **800.441-4186**

6:00 AM to 12:00 Midnight EST Weekdays

Emergency Support After Hours Available



Email

- Quick Questions
- Non-Urgent Requests
- Non-Urgent Status Updates

- Support support@answerx.com
- Development development@answerx.com
- Network/Operations operations@answerx.com
- Human Resources human.resources@answerx.com

24 Hours a Day, 7 Days a Week



Support Portal

- ♦ Non-Urgent Requests
- ♦ Reply, Add or Updated Ticket Comments
- ♦ Check Case Status or History, Comments
- ♦ Frequently Asked Questions

- ♦ Support Team Portal <http://support.answerx.com>
- ♦ Application Downloads <http://support.answerx.com/downloads/>

24 Hours a Day, 7 Days a Week



Outages

- System Outages
- Server Outages
- Network Outages

- Report an Outage **877.OUTAGE-X**

24 Hours a Day, 7 Days a Week

* Optional subscription service.

407.478-9000 Orlando, FL
800.441-4350 Toll-Free

Standard support hours are Monday through Friday, 8 a.m. through 6 p.m. Eastern Standard Time. Emergency assistance is available 24 hours a day.

<http://support.answerx.com>