

# DELIVERING A WORLD CLASS Service & Support Experience



## STEP 1 CUSTOMER SUBMITS A SUPPORT REQUEST AT [DOESPOT.FORCE.COM](https://doespot.force.com)

- Log onto our Salesforce Community Portal using your unique username and password
- Click the “create a case” button and provide details of your request; Clinician ID, Clinic ID, Patient ID (no PHI), screen captures and error messages



## STEP 2 LEVEL 1 TECHNICIAN ASSIGNED

- Basic application troubleshooting, including provider record updates and EPCS/TFA fulfillment
- DoseSpot will meet or beat SaaS service industry standards, accepting your case within 4 hours, and responses from our team within 1 business day



## STEP 3 TROUBLESHOOT AND RESOLVE

- DoseSpot team communicates technical solutions and estimated resolution time
- We are committed to responding quickly with a clear resolution
- 80% of issues are resolved without escalation



## STEP 4 LEVEL 2 ESCALATION (IF REQUIRED)

- Our escalation team handles more difficult errors, like API and scripting
- Additional technical assessment begins and diagnosis is issued
- Support Engineer will be assigned for issues that require code corrections, direct DoseSpot database updates and additional development resources



## STEP 5 SUPPORT CASE CLOSED

- Solution is confirmed, executed, quality tested and case is closed

## SERVICE & SUPPORT OPERATIONS

**Weekdays:** M-F 8am - 10pm ET

**Weekends:** 10am - 6pm ET

**After Hours and Holidays:**

Case creation is available through our Salesforce Community Portal