



Standard Support Package

Once you choose iCarol as your helpline software, we want to be sure you get all you can out of it. That's why we offer a comprehensive support package with your subscription.

What's included:

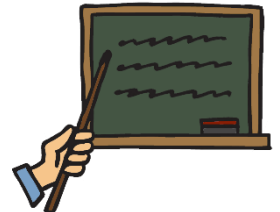
Our team

- 24/7/365 monitoring of system uptime by our Microsoft Certified engineers
- Access to our online uptime monitors
- Availability of our Support Team Monday-Friday 8am-8pm Eastern
- Access for up to 2 of your users to use our convenient in-app case management system to contact the Support Team
- 24/7/365 access to our convenient in-app support case management system
- Case response for non-emergency issues and questions within 2 business days
- Quick calls with the Support Team as needed for clarification



In-app help and training

- Hundreds of help articles with step-by-step instruction on using iCarol tools
- Access to the iCarol User Community, allowing you to communicate with and ask questions of peers in the industry
- Recordings of detailed training webinars
- Tips and tricks shared on the Admin Dashboard
- Access to iCarol Ideas, a collaborative forum for suggestions submitted by our users, enabling you to impact future product development



Enhancements and updates

- Regular maintenance and updates applied to your system with no need for downloads or installation by you and your staff
- Quarterly webinars on the latest new tools and enhancements, information on new features coming soon



Think you may need support beyond what's listed here? Ask us about our enhanced options and professional services offered by our staff.

Current as of 2018 05 03