

# Chat FAQ - Quick Answers and Resolutions



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## Live Chat FAQs

### **With Chat, will Updox agents be able to solve my issues more quickly?**

With Chat, agents will be able to respond to your inquiry much quicker and either work to resolve the issue with you via Chat or escalate as needed. Our goal is to improve the customer experience and provide you with faster response times. Chats are priority and worked first, cases by email or form are worked in the order they are received.

### **When do I use Chat, and when do I submit a ticket?**

We recommend utilizing Chat for all support items during business hours. We recommend that you continue using the [Form](#) for after hours and weekend requests.

### **Can I chat with my Customer Success Manager?**

Your Customer Success Manager will not be available via Chat; however, you can still contact them by email or scheduling an appointment.

**Email:** [customersuccess@updox.com](mailto:customersuccess@updox.com) or click here to [Schedule an Appointment](#)

### **Chat's nice, but when is phone support coming?**

At this time, Chat and our ticketing system are our current lines of communication with our support team. We want to continue cultivating a better customer experience and will explore other support options as we continue to grow.

### **Will I be able to get a copy of my chat transcript for future reference?**

Yes, if you would like a copy please let the support agent know and they will send that to you.

### **Will Chat be available 24/7?**

Chat will be available Monday - Friday from 8 am - 6 pm EST/ 5 am - 3 pm PST. You will still have the option to submit a support ticket at any time. As a reminder, our regular operating hours for support are, Monday- Friday 8 am - 6 pm EST/ 5 am - 3 pm PST.

### **Will I be chatting with an Engineer that can fix the bugs I'm reporting?**

At this time, you will be chatting with a support specialist that will help to resolve the issue you are experiencing. If you are experiencing a bug in the system the support rep will investigate and gather the needed information. The support rep will then be escalated to our engineering team to resolve.

**What will happen if the Support Specialist can't answer my question or fix my issue while we're chatting?**

If a support specialist is unable to resolve the issue you are experiencing via Chat, the conversation will transition to a ticket where an agent will be able to investigate the matter further or escalate as needed.

**Where can I find Chat in the product?**

The chat widget will live in Updox after you login you will see it in the lower right corner. Our chat can also be found at <https://www.updox.com/support/> scroll down and it is in the lower right corner. Chat support can be of help and resolve issues quickly.

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