

Tech Tip Tuesday— August 4, 2015

Livery Coach Support

As we mentioned a few weeks ago, we are working on enhancing our customer support to better serve you, our valued customers. Effective this week we are expanding our phone support hours until 8pm (eastern) Mondays through Thursdays. Our support hours are now:

Monday-Thursdays 9am-8pm eastern (6am-5pm Pacific)
Fridays 9am-6pm eastern (6am-2pm Pacific)

We are also in the process of hiring and training additional support staff.

In addition, we have implemented an internal meeting/training process to make sure that all of our support technicians are aware of current issues and solutions, so that we can deliver consistent, accurate answers to our customers. We are kicking this off with daily training sessions this week, so if you call for support between 2pm (eastern) and 3pm to 3:30pm, your call may be answered by Caralyn who will take your information so you can be called back. Obviously, if it is an emergency, please let her know. After this week, we will continue our support meeting/training sessions, but not every day.

To get the best support

To ensure that you receive the highest level of support, if you email, please email support@liverycoach.com with all support requests. Sometimes if you email an individual support technician, the email can get lost or overlooked. When you use the email address support@liverycoach.com it goes right into our automated ticketing system so nothing gets lost or forgotten, and this system can be seen by supervisors and management as well as the technicians.

We also ask that you send a separate email for each distinct problem or question. This, too, will enable us to get you answers faster, as the different requests may get assigned to different technicians based on knowledge and workload. It also helps if you put the subject of the issue in the subject line of the mail, as specifically as possible. For example, if you need help setting up a farm-out agreement, the subject "Need help setting up farm agreement" is better than "Livery Help please".

We thank you for your support and look forward to providing you an even better experience in the future.