

Everything You Need to Know About iGovServices Support



iGovServices Training is comprehensive to minimize the need for support, but our support team is here as an extension of your team when needed.

iGovServices Support is:

- Accessible
- Convenient
- Efficient
- Comprehensive
- Consistent



iGovServices processes more than **\$1.2 Billion** in tax bills annually, across **1,000,000+** customers

iGovServices processes more than **\$300 Million** in business tax returns annually, across **100,000+** customers

iGovServices Provides All-Inclusive Support



That means there are no additional costs outside the annual amount for all included services. The annual amount includes hosting, backups, software usage, scheduled updates, and software support services for existing features. iGovServices Support includes the following:

- Troubleshooting – problems you may encounter while using the software
- Providing clarification – for aspects of the software you've been trained on, but need more clarification or a refresh
- Offering suggestions – for the most effective ways to use the software
- Directing – you to the appropriate resources for assistance
- Sharing guidance – on how to recover from mistakes

Everything You Need to Know About iGovServices Support

Self-Service Options

Field Level Tips & Tricks and How-To

iGovServices understands that no matter if you are a new or experienced user, sometimes what a field is used for or what should be entered may not be as clear as we all would like. To assist throughout the software, you will find a “?” symbol next to the field to provide you a quick answer on what the field is used for, what should be entered, and our recommended best practice.



Comprehensive Knowledgebase

Built into the iGovServices software is a Library of searchable, targeted help, how to articles, and much more. This is a compilation of the most frequently asked questions to our support team. Our help and support tickets are reviewed on a monthly basis to ensure that knowledgebase is being kept up to date on the most frequently asked questions.



Monthly & Annual Interactions



Keeping in Touch With Changes – Annual System Review

The iGovServices Annual System Evaluation ensures that we understand the changes that have/are occurring at your organization from rates, to staff, to bills & forms, to integrations, and provides you (the organization) insight into the changes happening at iGovServices and within the product, sharing the product road map and other exciting news that maybe occurring. There is no charge for this comprehensive annual review.

Monthly Lunch & Learn

We offer virtual lunch & learn sessions on a monthly basis. These are one-to-two-hour training sessions for users of various skill levels. We offer timely training based upon your business cycles such as processing yearly billing, applying late fees & penalties, and much more. These sessions do not replace consultative training or customized training for your organization, but are get for ensuring your are keeping up to date on the new enhancements and refining those skills to maximize your understanding and efficiency in iGovServices solution.

Everything You Need to Know About iGovServices Support

Accessing Support

Ticket Submission Process

We have a simple & effective the ticket submission process! Within the iGovServices application you will see a help button on the bottom right of every screen. Why? We understand that when you need help you just want help and you want it immediately. It may be an error message, it may be an issue with a screen, it maybe balancing, but regardless of the reason you need to contact support we don't want you to have to leave the screen, use a third party application to take a screen shot, or attempt to explain the issue in word. That is why our help submission widget allows for the capturing of screen shots that can be submitted with your ticket. Our ticketing system routes tickets based upon topic understanding that some topics are more critical than others. We strive to resolve all tickets on the first interaction. We have built out ticketing process based on three core features:

- Easy access – no need to leave the screen
- Screen capture of images
- Effective communication & submission for faster resolution time



Phone Support

Toll Free phone support is available from 9am to 8pm EST. Our support team is based in the United States and utilities multiple tools to assist in resolving questions & issues. They will speak to you on the phone, remote connect and screen share, share knowledgebase articles, ensure proper escalation base on the ticket, and continue to communicate on a regular basis until the ticket is resolved. Should you call us and get the support voicemail these voicemails are turned into tickets which are then assigned to the next available support agent who will return the call and work through the ticket. Our office is closed on all federal holidays as 100% of customer are government entities and our customers are closed on those days. Our ticketing system is monitored after hours and on Saturday and Sunday for tickets deemed critical by the iGovServices team.

**iGOVSERVICES
SUPPORT TEAM**



**DID YOU
KNOW?**

ensures the successful import of

OVER 25 unique
assessment files

Everything You Need to Know About iGovServices Support

Listening to Our Customers – That’s What We Do! – Add-On Services



Many of our customers want more. They believe the iGovServices is an extension of the team and they want to include us more as part of their team. So as part of that, we have developed additional add-on items for support.

Unlimited Training Option

That is right some organization want a number to budget for training for the year. We will provide a annual number that will provide all of your iGovServices users the ability to schedule training with our client services team. This is not classroom training but customized live web-based training for your organization. There is not limit to number of sessions you can schedule. This is great for organizations that have had turnover, organizations that want a fixed number for budgeting, organizations that want a safety net of knowing that when they need training they just need to call and schedule.

Dedicated – Direct Dial Support

Many organizations don’t want to wait in a que. They have critical times throughout the year where they want answers quickly should they run into a issue. iGovServices heard those customers clearly and provide them a dedicated support number, unique to their organization that they use. This number rings the entire support team and clearly calls out that urgency of the call. This provides faster responses and quickly resolution times.

Extended Support Hours

Some organizations operate on different schedules and need extended support hours. We work with each organization who needs this to understand the requirements and build out a custom extended support hour plan to set the right expectations with the customer.

What’s Not Included?

Many responses will tell you all the great things they provide, but we will tell you what is not included, as well. We believe that transparency around this is critical to a long-term successful relationship with our customers. We are also here to support our customers with things that are outside the scope of the support agreement, such as:

- **Providing product training** – fee-based online training courses accessible through our *iGovServices University*
- **Performing** – software, product, application, or other job-related activities (integration, data entry, creating reports, etc.)
- **Assisting** – with *third-party* software (installation, training, troubleshooting, integration, etc.)
- **Offering** – organization-specific consulting or accounting advice
- **Repairing** – data or database issues caused by user error, third-party software, or misuse of the solution
- **Reports & Forms** – custom reports and forms are often required and we are here to assist in the creation of these

