Session Goals

1. You get answers to software/hardware questions faster

2. You are able to log into the PCC Support Portal

3. You understand how to effectively follow up on outstanding issues
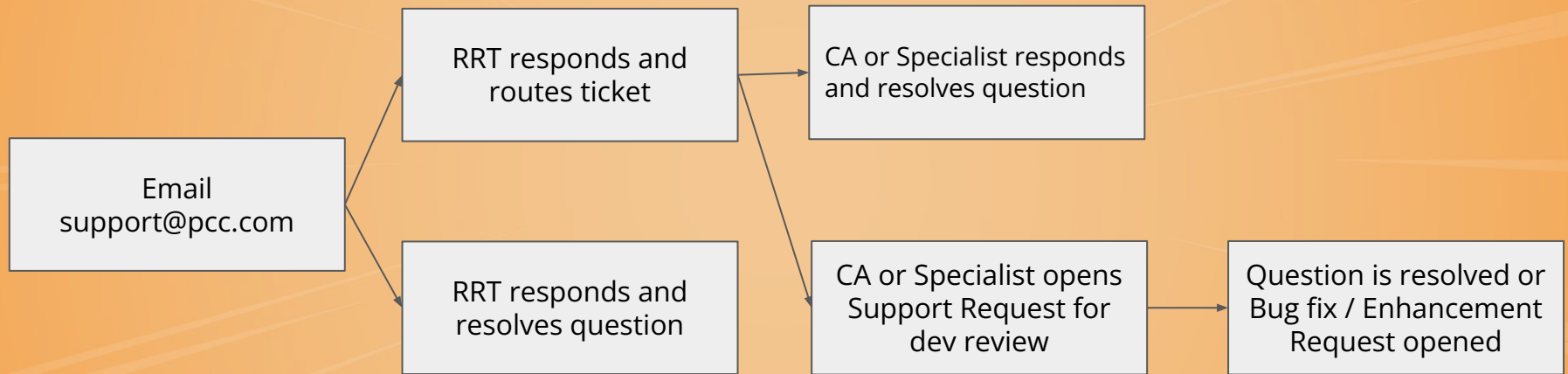
How To Reach Support
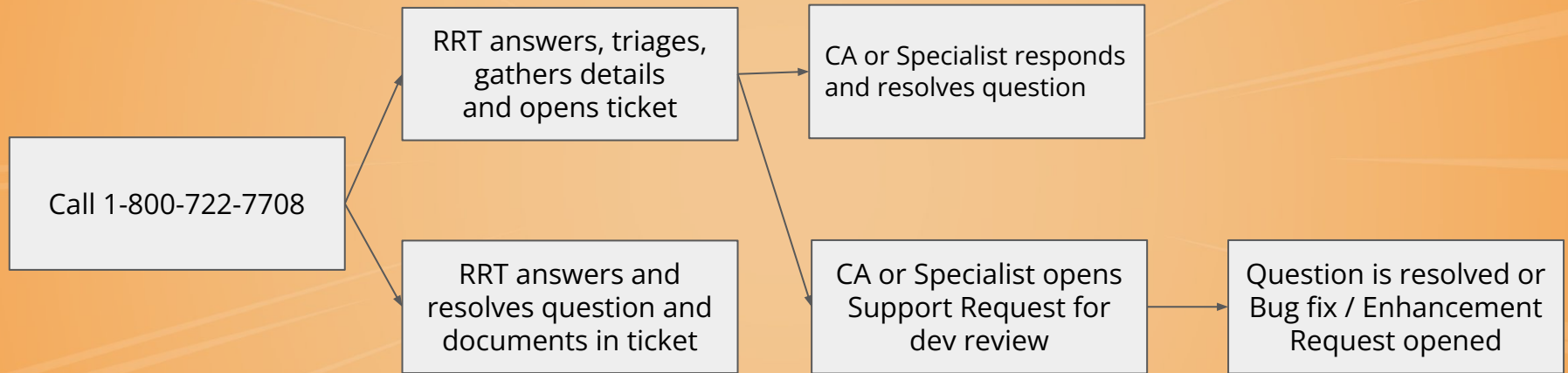
Support@pcc.com (e-mail)

1-800-722-7708 (phone)

Support.pcc.com (portal)

E-Mail your Client Advocate

Life Cycle of a Support E-mail

Email support@pcc.com → RRT responds and routes ticket → CA or Specialist responds and resolves question

Email support@pcc.com → RRT responds and resolves question

RRT responds and routes ticket → CA or Specialist opens Support Request for dev review → Question is resolved or Bug fix / Enhancement Request opened

Life Cycle of a Support Call

```
Call 1-800-722-7708
```
→
```
RRT answers, triages,
gathers details
and opens ticket
```
→
```
CA or Specialist responds
and resolves question
```

```
Call 1-800-722-7708
```
→
```
RRT answers and
resolves question and
documents in ticket
```

```
CA or Specialist opens
Support Request for
dev review
```
→
```
Question is resolved or
Bug fix / Enhancement
Request opened
```

Examples:

I need a report — Email support

I can't access PCC — Call

I need training — Email Support or CA

Something isn't working as expected — Call w/ TV ready

Session Takeaways

1. How to reach support

2. How to get the most out of support

3. We are all here to help you be successful and remove any obstacles that keep you from helping kids!

References

learn.pcc.com

support@pcc.com

What Questions Do You Have?