

FIELD SERVICES REQUEST – FAQ

- What is the best way to set expectations with clients when looking to schedule field professional services but are unsure when they will require the visit?

Per Kenny - I would tell them best practice would be to anticipate a 4 week lead time. But with the caveat that we sometimes have unexpected openings and can accommodate short notice requests.

For tracking purposes it is always best for the RSM to complete the online request form and include the proper personnel's contact information. That will open a ticket (place holder) of which we can then assign to their contact person. We can communicate with them (with the RSM or anyone else necessary copied on the ticket) as needed to finally get to an agreed upon date. We can also use the ticket to handle normal tech support during the installation time if they should have questions. Then we will have all information from inception when we finally go to the site.