



Operations **Support** Model



2023 Asure Reseller Partner Conference



Session Agenda

01

Model for Service – Fast, Efficient, Personal

02

Service Your Way

03

Roundtable





Expert Support

~100 Years of Experience

15 Team Members

- HCM/Payroll - 10 TLM - 5

Available 8:30am to 8pm ET

(*Fri 8:30am to 7pm ET)



Fast & Efficient Service

Phone and case statistics to ensure predictability

Ph: **800-282-7319**, option 3, option 1
SLA - 90% calls answered in 1 min

Portal: **support.asuresoftware.com**

Email: support@evolutionhcm.com

Chat: coming soon





Deepen Relationships

Opportunity to refocus to support
YOUR priorities

- **Wellness Calls**
 - Know Your Team
 - Know Your Vision
 - Know Your Why
- **Enhancement/Bug Review**

COMING SOON: Satisfaction Metric

Support Leadership



Todd Waletzki
COO



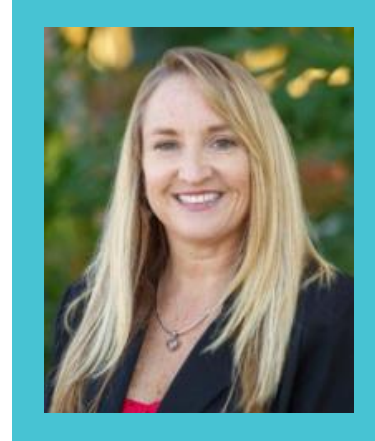
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Service Your Way

Channel of Your Choice



- Quick response
- Goal - No voice mail
- Personal Service



- Two-hour response time
- Tracked in Salesforce



- Two-hour response time
- Regular updates
- Tracked in Salesforce



- Real time chat

Coming Soon

Fast, Efficient, Effective, Personal Service

Roundtable Discussion:

Keeping the Lines of Communication Open

- Monthly Partner Calls - right content?
- Evo Talk - active contributors?
- Text channel?
- After Hours Support
- Other?



Q & A



Thank You!



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Resources & Contact Us



(800) 282-7319,
option 3, option 1



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