

The Encore Care program was designed with Encore's Mission front of mind. Encore Care is striving to be an Asterix Free solution, meaning we look to create trusted relationships that result in meaningful solutions in everyday business life.

As part of that Mission, here are some Frequently Asked Questions that we receive regarding the Encore Care program.

## FAQ

### 1 What are your service hours?

Encore Care operates Monday through Friday, 8:30 am to 7:00 pm CST (6:30 am to 5:00 pm PST). There is no support on Saturday or Sunday or Federal holidays. Support is available outside of these hours on a case by case basis with a paid engagement.

### 2 How do I know if something doesn't fall under Unlimited Support?

Most Break/Fix or User Assistance issues do fall under our general support guidelines. Typically these issues are evaluated based on level of complexity to execute or time needed to complete. Should a question or issue be too extensive or complicated to fall under normal areas of Break/Fix or User Support, our Consultants will email you to scope the issue, provide reasoning for why it falls outside of support, and give you an estimate of the work needing to be done. **You will always be the final approver on whether work is completed.**

### 3 When do I add a Purchase Order (PO) to my Support Request?

It is always the responsibility of the client to provide any PO's needed at the beginning of their case request. If Encore Care has the PO at the beginning of your request, we can guarantee it follows your case from beginning to end and appears on your invoice. We cannot guarantee PO's can be added at the invoicing stage due to the large amount of invoicing Encore manages daily.

### 4 How do you determine the Priority Level of my Case? What if I need to change the Priority Level?

The Encore Care team receives and evaluates each and every case. We do not use a system or a robot to assign Priority Levels. We do this to make sure we put High Priority and Critical issues front and center to our consulting teams as well as manage the Normal priority cases to make sure they are moving through the process efficiently. As your case is being worked on and its severity increases, it is the client's responsibility to notify us so we can escalate accordingly. This can be done by simply replying to your notification email when your case was logged or calling us at 888.898.4330.

### 5 Can I just email my preferred consultant when I run into an issue?

No, in order to maintain visibility of cases, clients must always log a ticket through the Encore Care Support Portal or email [Care@EncoreBusiness.com](mailto:Care@EncoreBusiness.com) first in order to create a record of their issue. Our Care Team will help facilitate matching your support issue with the best available consultant.