

# 🔼 #40 Critical Service Disruption in Telehealth

**Submitted** Received via Requester

Web Form Ivan McBae <ivan.mcbae@roco.com> May 11, 2025 at 13:51

**Status category Ticket status** Type **Priority** Group **Assignee** 

Solved Incident Solved Normal Support Aleeza Tabassum

**Topic** 

Order

Aleeza Tabassum May 11, 2025 at 13:51

Handled a customer support request via Slack for Critical Service Disruption in Telehealth

Aleeza Tabassum May 11, 2025 at 14:00

Subject: Critical Service Disruption in Telehealth - Resolution Update

Dear Ivan.

Thank you for reporting the critical service disruption in Telehealth. We apologize for the inconvenience and are working to resolve the issue.

**Current Status** 

Our team is actively investigating and working to restore services.

Support Steps

In the meantime:

- 1. Try alternative access methods (e.g., mobile app or web portal).
- 2. Check our status page for updates.
- 3. Contact our support team for assistance.

### Resolution Timeline

We will provide regular updates on the resolution timeline.

#### Communication

You will receive updates via:

- 1. Email notifications.
- 2. Status page updates.

## **Support Contact**

For immediate assistance:

- 1. Call +1-225-387-2089.
- 2. Email support.it@roco.com

We appreciate your patience and understanding. Our team is working diligently to resolve the issue.

Best regards,

Aleeza Tabassum Roco IT Support Team

## Support Software by Zendesk