

Zoovy 1 support guide

everything you need to get started.

All functionality discussed here is available once you have logged in at <http://www.zoovy.com>

Online Documentation

Our comprehensive documentation is available at <http://webdoc.zoovy.com>. You will find the answers to many questions using the search feature on the main page.

Online Customer Support Website

Zoovy offers an extensive online ticketing and appointment scheduling system located at <http://support.zoovy.com>, which can be accessed automatically by clicking the "Support" link in the header of any page in zoovy.com. After hours "emergency only" support is available through the online ticketing system by creating a high-priority ticket you will page an on-call engineer after normal business hours.

Prepaid Live Help

Each account may have one or more Live Help banks of time. Each Zoovy account receives 1 hour per month of prepaid live help which expires every 60 days.

Best Partner Practice (BPP) participants receive an extra hour for every \$100 they spend in either custom design, or monthly fees which expire every 60 days.

Recent support charges and available balance is available via the support website. Customers who exceed their prepaid time budget are automatically billed on their next invoice.

Implementation Assistance

For getting your site up and running initially, and in the future prior to any major configuration changes, we highly recommend you schedule an appointment with the Implementation Assistance team. Implementation Assistance appointments may be scheduled through the support website. Confirmed next-day appointments, and unconfirmed same-day appointments are both available on a first come first serve basis.

Phone Based Support

During our normal business hours you may directly access our support staff by dialing **877-966-8948**. Support hours change seasonally and are always posted at the online customer support website. All questions which are under 15 minutes are free, and beyond that your pre-paid time will be allocated.

Recent News / Zoovy Newsletter

A list of recent or imminent changes to system functionality is contained in the "Recent News" which is displayed automatically when you login. The Zoovy Newsletter contains a variety of information and most importantly gives insight and detail into upcoming changes. New accounts are automatically subscribed to the Zoovy Newsletter which is sent out on Friday every other week.

Billing

You may add/remove features to your account, review your billing history, and update payment information by going into the setup area via zoovy.com. The Zoovy billing department may be reached by emailing billing@zoovy.com. All requests for changes to accounts must either be in writing, or originate from the email address of the billing contact.

Account Manager

Your account manager can assist with a variety of tasks such as evaluating new services and providing quotes for additional follow on custom work and even custom development.

Customer Liaison

The Zoovy Customer Liaison can be reached by contacting 877-966-8948 x105. This individual can assist with escalating / updating support tickets, locating specific employees, a variety of billing questions, or any other company questions which may arise from time to time.