BeyondTXT, Dictaphone, Integra, Enterprise5, eScription, eScriptionRH/Clinic360, Gemstar, PowerScribe, Apex, and TOPS Platforms
MLS/QA/QC – Requesting Technical Assistance
Utilize these processes when assistance is needed from the MLS Support Helpdesk

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There are 2 methods of contact available to you depending upon the type of issue:

- **Call Support:** For urgent issues: **866-674-2424 - Option 3**

- **Email Support:** For non-urgent issues

Urgent Issue - Examples:

1. Cannot work due to technical issue
2. A problem within the platform that prevents you from completing a job or accessing multiple jobs
3. VPN access (if applicable)

Non-Urgent Issue - Examples:

1. Spark, email, ENRICH, and Fiesa access issues
2. Uninstalls of non-platform software or secondary system/back-up installation
3. Connectivity related to personal Internet Service Provider (ISP)

Support Phone Number (platform specific): **For Urgent Issues**

- BeyondTXT, Dictaphone, Integra, Enterprise5, eScription, eScriptionRH/Clinic360, Gemstar, PowerScribe, Apex, and TOPS Platforms:
- **866-674-2424 - Option 3**

Email Support:

- For non-urgent issues please complete the "Technical Request Form" below
- Users who do not submit this form may be sent the form before assistance can be rendered due to the importance of this information
- For non-urgent issues submitted via email, Support will reply to you via email
- For a non-urgent issues, you may receive a response that your issue has been "scheduled" for further trouble-shooting; an agent will call you in these situations
- On occasion you may receive an email reply to call us instead

FYI's:

- Phone calls for "Urgent Issues" are always handled at a higher priority than emailed requests
- MLS Support cannot change pooling, perform a job correction for you, contact QA on your behalf, cancel a job for you, or notify a client that a job has been incorrectly released; please contact your Manager
- For ASR assistance please refer to the "ASR Help Request" section in ENRICH
- When calling and if no agents are available you will be provided an opportunity to continue holding or leave a voice mail:

- o   Voice mails are retrieved as quickly as possible and an Agent will contact you
- o   When leaving a voice mail, please provide your first and last name, your contact phone number, hours of availability for the issue, ticket number (if you have one), and a short description of the reason you are calling

Response Time Criteria and Service Level Agreement

Response times vary based on classification

1. **Urgent Issue** - Will address at time of call and an attempt to resolve within 4 hours
2. **Non-Urgent Issue** - The team will attempt to address these issues within 24 hours

About the Technical Request Form for Non-Urgent Issues

- Create a new email
- Subject line of the email, i.e. this format: **Your Name – Brief Description of Issue – Date**
- Complete all information in the "Technical Request Form" below
- Copy and paste the contents of the "Technical Request Help" form information (below the dotted line) into the body of the new email
- **Send To: NTS_MTSupport@nuance.com**
- Please do not add NTS_MTSupport@nuance.com as a cc in your email or multiple tickets for the same request will be created!
- cc: Your Manager (very important)
- You will receive an email with a copy of the request you sent us. This will also provide you a ticket number for future reference
- Your issue will be handled based on the "Response Time Criteria" as listed above

Copy and paste everything below this line only and insert into your email
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Technical Request Form for Non-Urgent Issues

Technical Request for: (Your Full Name)

Request Date:

Person Making Request (if on behalf of another user provide contact/shift information below):

Platform: (BeyondTXT, Dictaphone, Integra, Enterprise5, eScription, eScriptionRH/Clinic360, Gemstar, PowerScribe, Apex and TOPS Platforms)

Client Account Name (if applicable):

Your Contact Phone Number:

Your Spark IM ID (for IM Issues):

Your Manager Name: (Required)

Your Work-specific email Address:

Your Work Shift for email reply purposes: (What days/times do you work in EST?):

Detailed Description of issue, please include any error messages, etc.: