

Technical Support Chat - The Quickest Way There

You have a technical issue and AVA can't solve it. You've tried every type of question to get AVA to give you Technical Support Chat. Follow this guide and it'll get you there!

Access the Arise Portal > Put mouse pointer on Support > Put pointer on Arise Virtual Assistant (AVA) > Left Click

Type in Box - Avaya not working

Select - Yes I'm signed in to the VPN

Select - Siren or fast busy signal

Scroll down until you see-

Transfer me to a Technical Support Chat Specialist and left click on that.

Chat window will open, type in the details of what's really going on. (the above is just a quick way to get AVA to get you what you want). Wait for a techy. They'll run tests and stuff.

Don't accept, "we'll fix this and email you when you can service again". Type in "I can't afford to do that please transfer me to a Tier II technical support person".

Hopefully they'll fix it. Be sure to get a INC#. Copy the entire Session and past into a document, save it. I have a technical support folder with all the times I've been to technical support.