NUANCE

The experience speaks for itself™

Partner Support for Nuance Imaging Solutions

Nuance Imaging Customer Support provides Tier 3 support to Partners who have completed certification for the product they are requesting help on. Below is a summary of how to effectively access the Nuance Imaging Support Center. For a comprehensive explanation of Nuance's Partner Support Program, please refer to the **Partner Support Guide** located on the **Nuance Partner Portals**.

How to Contact Post-Sale Support?

It is recommended to open a ticket online before calling for support. Phone support should be limited to critical and/or onsite support.

Phone Support:
US/Canada:
- 877.378.4872 (519.885.2417)
- 888.201.1400 (781.565.4600)

Mexico: +52.55.4624.2391
Brazil: +55.21.3956.1453
All Other Countries: +1.519.885.2417 OR +1.781.565.4600

Online Portal:
https://nuanceimaging.custhelp.com

Hours of Operation:
Monday–Friday, 8:00 am to 8:00 pm EST
(Excludes Nuance Company Holidays)

Information Requirements

When opening a Service Request please provide the following information:
- Product Name and Version
- Serial Number or Product Key *(Software and/or Hardware)*
- End User Company Name
- Operating System and Version
- Changes in the environment since the problem began
- Steps to recreate the issue
- Date & Time of last occurrence
- Devices Impacted including Make/Model
- Steps taken to resolve the issue

Request Prioritization and Response Targets

Each support case is assessed according to the following levels of priority:

Service Request (Prioritization = P)
- P1 – Critical, production system down
- P2 – High, production impacted/ops limited
- P3 – Standard, working—non critical
- P4 – Low, questions/requests

Support Service Level Objectives
(Response for service requests entered online)
- P1 – Response in 1 hour/Solved in 5 days
- P2 – Response in 2 hours/Solved in 15 days
- P3 – Response in 4 hours/Solved in 30 days
- P4 – Response in 1 day / Not defined

Note: Target resolution times are not guaranteed. See Nuance agreement for specifics.

Support Scope

Remote help desk support and product updates are available for software/hardware under an active maintenance contract. Onsite Support is not included. Issues with non-Nuance hardware must be reported directly to the manufacturer.

How to Escalate a Customer Support Issue

To escalate a case for faster resolution, please call in and request to speak to a Manager regarding an open service request. Internal processes will ensure escalation takes place.

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