Priority Support

To deliver fast, responsive customer service, Dataprise introduces a Priority Service Desk model.

We are delighted to offer an enhanced service experience, allowing you to bypass the traditional technical triage process and speak directly with a Dataprise support engineer. Through this direct approach, you will gain access to a team of engineers who are assigned to your account. This will help us better serve you as we gain an even deeper understanding of your unique IT environment

In this specific model, our highly-qualified team of certified IT engineers will be available to you Monday-Friday from 8am-6pm EST.

Your dedicated support number is unique to your organization, and, when used, allows you to speak directly with your dedicated team. Your personalized phone number is:

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Upon calling into the Dataprise service desk, you will be connected directly to a certified engineer. If an engineer is not readily available, you will be presented with three options:

1) Remain in the queue and wait for the next available engineer; the system will tell you your position in the queue.

2) Hold your place in the queue and receive a callback, at a number that you designate, when an engineer becomes available.

3) Leave a voicemail and receive a callback when an engineer becomes available.

PLEASE NOTE:
In order to benefit from our Priority Service Desk Model, you MUST call-in using your organization's dedicated support number. If you cannot locate your number, please contact support@dataprise.com for assistance.

Priority Service Desk Model

CONTACT
- Call routes directly to engineer group phone queue

Three options available to caller:
- Remain in queue with an indication of wait time
- Schedule a callback based on place in queue
- Leave a voicemail and receive a callback

ENGINEER
- Works with caller to resolve technical issues
- Bases all procedures on knowledgebase
- Updates and closes issue