

When it comes to supporting our clients with their SirsiDynix library technology, we have committed to providing nothing less than world-class service. Many of our Client Care representatives have degrees in Library and Information Science or have been librarians themselves. All Client Care staff receive extensive initial as well as ongoing training to equip them in helping SirsiDynix clients keep their operations flowing smoothly and consistently, important questions answered, and day-to-day software and hardware operations functioning optimally.

### Team Approach

Each client is paired with a designated team that includes Client Care representatives plus a systems specialist to help you use your SirsiDynix system to its fullest potential. As Client Care teams fulfill this role, they develop a relationship with their clients and come to understand their special needs and requirements. That's why when a client contacts Client Care, they are automatically routed to one of their team members. Although technical specialists outside the team may be called on to assist, the team maintains ownership until resolution. So clients deal directly with people who know them and their site and who are positioned to keep the site up-to-date with the status of their incidents.

### Methods of contacting the Client Care Center

To make it easy for our clients to contact their team at the Client Care Center, SirsiDynix offers a variety of contact methods:

- **Unicorn Incident Manager** - Available from the Client Care Center at [www.sirsi.com](http://www.sirsi.com) even during email disruptions at the library. Here you can choose to do any of the following:
  - Create a new incident - You can enter a question or information about a problem your library is experiencing.
  - Search the Knowledge Base - Find a quick answer here to a common problem that already has helpful information available.
  - Update your personal profile - Update staff changes, contact, or site information. Changes are updated instantly.
  - View or update existing incidents - With a quick check here you can stay current on the progress of your incidents or enter additional information without picking up the phone.
- **Telephone** - Particularly useful when the situation calls for immediate action.
- **Email** – Always a convenient method that is routed directly to a client's team.

- To provide our clients with a variety of channels for reporting software and hardware issues to SirsiDynix Corporation.
- To assign a dedicated Client Care team to each client requesting assistance from the Client Care Center to manage all incidents reported by the client and ensure their resolution.
- To encourage the exchange of information among SirsiDynix's clients through a variety of communication forums.
- To provide only quality software, documentation, and services to our customers.
- To provide regular training for SirsiDynix Client Care staff in both new and existing products.
- To provide timely responses and updates on all incidents not resolved at the time originally reported.
  - Priority 1: Respond within 1 hour. Client Care senior staff members handle most P1 incidents
  - Priority 2: Respond within 24 hours
  - Priority 3: Respond within 48 hours

## 24/7 Client Care Support

To provide emergency support outside normal service hours, SirsiDynix offers a Critical Care service that operates 24 hours a day, 7 days a week during non-business hours. Critical Care hours begin when normal business hours end, Monday-Friday, from 7:00 p.m. to 7:00 a.m., Central Time, with 24-hour coverage on week-ends and holidays. SirsiDynix's goal is for a specialist to respond within one hour to all Critical Care Client calls.

## Planned Efficiency

SirsiDynix Client Care has a procedure to prioritize and categorize requests as well as target response times to ensure resolutions or answers are offered in the most timely and efficient manner possible. Each new incident receives one of the following priority assignments:

- **Critical** (Priority 1) - Immediate attention and every effort for a resolution within 24 hours
- **Urgent** (Priority 2) - Resolved as quickly as possible during normal business hours
- **Routine** (Priority 3) - Researched in the order received
- **Scheduled** (Priority 4) - Nontime-sensitive issues or work that is scheduled in the future

A call review meeting takes place daily in which outstanding calls are reviewed. The goal of this meeting is to ensure that all calls are correctly prioritized, discussed, and researched.

## Maximizing the Web

Quick answers for some of our clients' general questions about SirsiDynix are accessible through the Client Care Center Web page of [sirsidynix.com](http://sirsidynix.com):

- Information about past, current, and upcoming releases of Unicorn and other SirsiDynix products
- Documentation for SirsiDynix's products
- SirsiDynixTalk Information: SirsiDynix's discussion lists
- Web forums, in which clients can discuss enhancements and topics of interest
- Email support information, including the Incident Portal, through which users can create, update, and check the status of support incidents
- Current training courses schedule, including course descriptions and registration forms for training held at SirsiDynix in Huntsville, AL and St. Louis, MO
- Unicorn Users Group International (UUGI) Information

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