

## Customer Support

### DATA SHEET



## Superior Customer Support for Optimum Performance

ZOLL® Data Systems Customer Support Services is more than a point of contact — it is evidence of our dedication to your success. Our team of 45 U.S.-based experts is available around the clock to provide knowledgeable support for ZOLL Data Systems software and data solutions.

### Harnessing Collective Wisdom and Data To Drive Excellence

Our team leverages collective expertise to enhance our support knowledge base and provide prompt and precise solutions to complex issues. By facilitating real-time, cross-functional collaboration through the Knowledge-Centered Service® Intelligent Swarming methodology, we solve problems more efficiently, bypassing traditional escalation tiers. This strategy accelerates resolution and leverages diverse expertise for high-quality problem solving.

### Continuous Learning Culture

Product release readiness is a core value embedded in our culture and is a requirement for all support team members. Our commitment to excellence ensures our team remains at the forefront of industry knowledge, maintaining sharp skills through dedicated training sessions and extensive educational resources.

### Real-world Expertise

Our customers are the best and brightest in the EMS, fire, and healthcare industries. To serve them effectively, we must understand their needs. Our diverse team includes retired and active EMS dispatchers, EMTs, paramedics, firefighters, chiefs, and EMS billing and RCM specialists. Their field insights bring invaluable perspective to our support solutions. Many continue to serve, bridging the gap between practical know-how and technical support.

### Unwavering Commitment: 24x7 Phone Support for Critical Issues

Our promise to deliver is steadfast. We offer round-the-clock phone support for incident severity level 1 (SEV1) issues, ensuring critical needs are addressed without delay. Our dedicated team is available to provide peace of mind and minimal operational disruption.

### Extended Business Hours for Non-critical Issues

Our regular business hours are from 8:00 a.m. to 8:00 p.m. Eastern Time, Monday through Friday, ensuring availability for customers across different time zones. During these hours, we offer multi-channel support through phone, email, web, and our Customer Community. Outside these hours, we provide 24x7 phone support exclusively for SEV1 issues.

# Superior Support Drives Customer Success

Every ZOLL Data Systems software and data solution is accompanied by exceptional support, underpinned by our commitment to customer success. This is illustrated by our KPIs:



- **Customer Satisfaction:** Our 90% customer satisfaction score (CSAT) reflects our commitment to delivering exceptional service, a cornerstone of our value proposition.
- **Support Professionals:** Our robust team of US-based support staff ensures a deep bench of expertise, ready to assist with a range of queries and issues.
- **First Contact Resolution:** Nearly a quarter of all issues are resolved on the first call, demonstrating the efficiency and expertise of our support team.



## Multi-channel Connectivity and Support

- **Toll-free Support Line:** A direct line (1-800-663-3911) to our customer service representatives ensures help is always just a call away.
- **Salesforce-powered:** Our sophisticated ticketing system integrated with Salesforce enhances issue tracking and management for an improved support experience.
- **Dynamic Community Platform:** Join our vibrant Customer Community for knowledge exchange and shared problem solving among users and experts.
- **Accessible Knowledge Base:** Our comprehensive Knowledge Base provides self-help resources, fostering a culture of self-service.
- **Peer-to-peer Engagement:** Customers can collaborate on cases and share solutions, leveraging collective wisdom for enhanced issue resolution.



To learn more,  
please call us or visit our website:

800-474-4489  
[www.zolldata.com](http://www.zolldata.com)