

Our knowledgeable team is here to provide support when you need it

EMS Software Customer Support

OVERVIEW

ZOLL® EMS Software 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 our software and data solutions.

Our team leverages collective expertise and data to enhance our support knowledge base and provide prompt and precise solutions to complex issues. By facilitating near real-time, cross-functional collaboration through the Knowledge-Centered Service® Intelligent Swarming methodology, we can solve problems more efficiently, bypassing traditional escalation tiers. This strategy can help accelerate resolution and leverage 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 stays current, maintaining sharp skills through dedicated training sessions and extensive educational resources.

Real-world expertise

Our customers are some of 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 as quickly as possible. Our dedicated team strives to provide reassurance and minimize operational disruption.

Superior support helps drive customer success



Harnessing expertise and data to drive solutions

Every ZOLL EMS software and data solution is accompanied by our exceptional support, underpinned by our commitment to helping ensure customer success. We monitor our performance through key performance indicators:

- **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 45 US-based support staff ensures a deep bench of expertise, ready to assist with a range of queries and issues.
- **First Contact Resolution:** Nearly one quarter of 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 means that help is just a call away.
- **Salesforce-powered:** Our sophisticated ticketing system integrated with Salesforce enhances issue tracking and management to help us improve the support experience.
- **Dynamic Community Platform:** Our vibrant Customer Community is available for peer-to-peer knowledge exchange and shared problem solving among users and experts.
- **Accessible Knowledge Base:** Our comprehensive knowledge base provides self-help resources.
- **Peer-to-peer Engagement:** Users can collaborate on cases and share solutions, leveraging collective wisdom for an enhanced support experience.
- **24x7 SEV1 Phone Support:** Our commitment to round-the-clock phone support for SEV1 issues enables critical problems to be addressed promptly.

For immediate customer support, call 800.663.3911



To learn more, please call us or visit our website:
800.474.4489 | zolldata.com

ZOLL®