



ORTHO2

# President's Perspective

## New and Improved Support Plan

If you have called us recently you probably noticed that we have installed a new phone system. It is just one piece of our ambitious plan to increase your support options, improve the quality of support you receive, and even, perhaps, reduce the amount of support you find that you need from us. As Todd Schuelka, Vice President of Operations, said in an e-mail sent in December, "This phone system will introduce new features such as the ability to leave a callback number and not lose your place in line, the ability to have voicemails queued up like phone calls, and many more features to be introduced in 2015." He also asked you to bear with us during the rollout because implementing new systems can introduce unexpected wrinkles. Hopefully our transition didn't inconvenience you. This is also a good time to mention that if you don't recall receiving this e-mail, please either join our update list at [www.ortho2.com](http://www.ortho2.com) > Resources > Register for Updates, or confirm that messages you receive from Ortho2 aren't being redirected to a spam suspect folder.

Here are some of the things we expect to be able to accomplish in 2015. Some have already occurred, while others will likely be introduced during the year.

- Introduce chat-based support
- Elevate e-mail based support
- Integrate inbound phone calls, call-back requests, text chat requests, and support e-mails into one coordinated queue
- Make these support options easy for you and your staff to find and utilize inside your system
- Add more support content, including how to videos, inside the system where questions may arise
- Staff and schedule our Support Team to consistently maintain the quality of service you deserve



As we continue to grow, we believe these steps will give you and your staff access to quality support where, when, and how you prefer, while we simultaneously become more effective and efficient at providing it.

Here's to a great 2015! Thank you for trusting us with your practice management needs! ☺

Dan Sargent, Ortho2 President