PetExec Technical Support Overview

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Support options

PetExec's technical support is included with your monthly subscription. We are here to answer your questions and help resolve any technical issues you encounter. This overview is intended to give you a general idea of the options that are available to you when you use our services. Our support is available via the following resources:

- Online documentation: We provide a wealth of information to answer your questions as you start, and throughout the course, of your subscription.
- Online live chat support: If you are unable to answer a question via our online documentation, we offer live chat support.
- Phone support: Prefer to talk to someone? We have good old fashioned phone support.
- Email support: Prefer to send an email? No paw-blem! Send us an email and we will be happy to respond.

Support hours

PetExec's Tech Support is available as follows:

- Online chat: Monday - Friday 9:00 AM - 7:00 PM EST
- Phone support: Monday - Friday 9:00 AM - 7:00 PM EST
- Email support: Always an option!

Note: Online chat is not available during the following holidays: New Year's Day, Memorial Day, Independence Day (4ᵗʰ of July), Labor Day, Thanksgiving Day, and Christmas Day

Response guidelines and business practices

How do we handle the volume of support requests as we continue to grow? During support hours, we will strive to answer all incoming questions within 24 hours. That being said, we sometimes may need more time, but we follow these guidelines to maintain our high technical support standards.

Online chat is prioritized first. Within chat, we prioritize as follows:

- Inquiries will be answered in the order they are received. We appreciate your patience while we assist other packmates and your attention while we assist you.
- Training related inquires will be directed to the documentation and/or to our GPC program.
- Inactive chats will be closed after 5 minutes of inactivity. We understand that you can easily become busy helping your customers while in chat support. The same is true for our business, and we will be here when you initiate a new connection.

- Chats are limited to one topic/question/issue and -10 minutes of interaction. We are assisting many customers at any given time and out of courtesy for our pack, we strive to provide a comprehensive answer within a 10 minute timeframe. If the question requires more time, coaching should be considered and may be recommended.
- If you contact online chat after hours, your inquiry will be routed to email and will be addressed as part of our email support.
- We reserve the right to limit chat interaction due to excessive, unprofessional, and/or inappropriate use.

Email

- Always an option! We strive to respond to emails within 24 hours, but when this is not possible, we will answer you as quickly as we can.

Phone

- Live U.S.-based operators are ready to answer incoming calls. If you leave a message, you can expect a return call from Tech Support. (Messages left after hours, will be addressed during the following shift.)
- Conversations are limited to one topic/question/issue and -10 minutes of interaction. We are assisting many customers at any given time and out of courtesy for our pack, we strive to provide a comprehensive answer within a 10-minute timeframe. If the question requires more time, coaching should be considered and may be recommended.

What is supported?

Here are some examples of questions/issues that tech support can help you with.

- Clarification on PetExec's functionality.
  - For example:
    - ? Does PetExec provide report card functionality?
      - ✓ Yes! We sure do. Here is a link to our document on Report Card Functionality.
- Help finding your way around the system.
  - For example:
    - ? Where can I find the application preference to make an owner's email a required field?
      - ✓ Main Menu → Company Preferences → Application Preferences → Miscellaneous (Require Owner Email)
    - ? I have a typo in the play area name, where can I change that?
      - ✓ Main Menu → Play Areas → Maintain Play Areas
    - ? What report will give me a list of all the pets with a specific advisory?

✓ Main Menu → Reports → Pet Advisory Report
- Troubleshooting
  - For example:
    - ? I am getting an error when I try to book an appointment...
    - ? My scorecard is showing the wrong information...
    - ? I am not able to sign in a dog for daycare...
    - ? I am doing an owner purchase and the item is not showing up on the list...
    - ? I am getting the following message, what does it mean?
    - ? I have a question about the data on a report...

What is outside the scope of tech support?

Tech support is not intended for training or as an aide to completing necessary setup steps. If assistance is needed in these areas, we offer our free online documentation and our paid Golden Paw Coaching (GPC) program.

- Tech support is not designed to help with accounting, tax, legal, or business process issues.
  - Balancing accounts/orders is outside of our scope. We can assist in identifying orders that create an unbalanced account, but we are not able to assist/advice as to the specific steps needed to balance the account. Those business decisions are outside of our scope.
  - Business advice is outside of our scope. We do not know individual businesses or business processes, we answer questions based on system functionality, not specific business details. Brainstorming falls into GPC arena. Our coaches get familiar with your setup/business and are then able to provide options for consideration based on your individual need.
- Our support personnel will direct all training related questions to our documentation and/or to our Golden Paw Coaching program for assistance.
- GPC students/graduates may be directed to contact a coach for an in-depth training/setup related question. (Your coach is familiar with you and your business and can better assist you.)

The following types of questions are outside the scope of tech support. They are training/setup related and will be directed to the relevant documentation link and/or coaching for assistance.

- I am a new customer, how do I get started? Getting Started Info
- How do I set up my boarding space and products and services?
  Kennel Count
  Add Product/Service – Boarding
- How do I set up my daycare or grooming products and services?
  Add Product/Service – Daycare

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- How do I set up daycare packages?
  Add Product/Service - Daycare Packages
- How do I print a receipt to capture a signature and a tip?
  Receipt Printing Tips
- I signed a pet out of Boarding by accident, how do I sign them back in?
  Click here for the PDF.

Some rules of pet-iquette

- We will keep all interactions respectful and professional. Please return the courtesy.
  Notice: We reserve the right to refuse service/support to anyone behaving in an unprofessional/disrespectful/rule manner.
- Our documentation provides screen shots and additional details that are difficult to relay via chat or phone conversations. We provide links when possible. Please understand that it is our way of providing a thorough answer and take a few minutes to review it.
- Please limit each conversation to one topic/question/issue and -10 minutes of interaction. We are assisting many customers at any given time and out of courtesy for our pack, we strive to provide a comprehensive answer within a 10 minute timeframe. If the question requires more time, coaching should be considered and may be recommended.

Golden Paw Coaching

Optional, but highly recommended not just by us, but by the many Packmates that have benefited from the program. (Click here to read what our Packmates are saying about GPC.)

- Our coaches provide invaluable assistance and 1:1 support. It is our #1 recommendation for new Packmates that are struggling with how PetExec is designed to function. It is the quickest way to get up-to-speed with PetExec.
- Click here to read more about Golden Paw Coaching.
- If GPC is not an option, please dedicate some time to reading the documentation, getting familiar with the various documentation sections, understanding what information/documents/videos are available, testing your setup, and training your staff.
  - To get you started, click here to go to our documentation site. Our Getting Started PDF section is a great place to start!

Online knowledge base: Documentation support

- FREE and available 24/7. Click here to see our PDF on how the site is organized.
- It is the last menu option in the PetExec Menu.
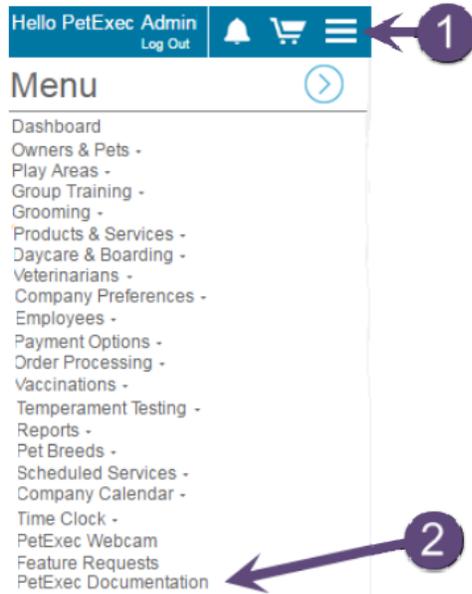
- We provide documentation in several formats in order to provide a comprehensive understanding of PetExec's functionality.
- The online knowledge base is a resource that is constantly growing, so be sure to visit often and submit any feedback that will help make it a more valuable resource.
- New Packmates: Our documentation site is full of information on how to set up your system and use PetExec day to day.
  - To get you started, click here to go to our documentation site. Our Getting Started PDF section is a great place to start!

Facebook

- https://www.facebook.com/groups/petexec.packmates/
- Facebook is a great place to ask industry related questions or get feedback from other Packmates about employee issues, business practices, and product recommendations.
- Facebook is not the place to ask specific technical support questions.

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