RecChat Support Portal – Frequently Asked Questions

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RecChat VSI Support Portal Edition – Frequently Asked Questions

General Questions

What is the VSI Support Portal?

The VSI Support Portal is the hub for contacting VSI Support which includes Real-time Chat, Knowledge Base searching, Case creation, video library, RecChat archive, VSIConnect settings by user, and much more.

How do I find the Support Portal?

You can go to the main VSI website https://www.vermontsystems.com/support/ and click on **Access Support**.

What can I do on the Support Portal?

- **Chat** - This is a popular feature for those who know about it! Online communication with a VSI Support professional in real time. Perfect for those "quick hitter" type questions.
- **Case Creation** - Create a Support Case online as opposed to calling in.
- **KB** - Search for a problem and read the solution.
- **Customer Task Overview** - Check the status of Tasks that have been created and where they are in the development pipeline.
- **Task lookup** - Track a Task by its number.
- **Product Roadmap** - See where we're going.
- **RecChat Archive** - Watch videos of our previous RecChats.

Coming Soon:

- VSI Community Forum
- Chat Bot