

RecChat Support Portal – Frequently Asked Questions

12/13/2019





Copyright Information

© 2019 by Vermont Systems, Inc.

This document is the property of Vermont Systems, Inc. and is provided in conjunction with an agreement between the customer and VSI for Licensed Software or Software as a Service (SaaS). The document(s) and software referred to in this publication may not be copied, distributed, electronically transmitted, posted on the web or altered in any way without the express written consent of Vermont Systems, Incorporated. The information contained in this document is subject to change without notice.

Vermont Systems, Inc.
12 Market Place
Essex Junction, VT 05452
www.vermontsystems.com



Contents

RecChat VSI Support Portal Edition – Frequently Asked Questions	4
General Questions	4
What is the VSI Support Portal?	4
How do I find the Support Portal?	4
What can I do on the Support Portal?	4



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, VSISupport 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