



Hoot™ Support | Customer Experience

Hoot™ Meeting

Technical Support Contacts

Need help? We've got you covered! You can rely on Intrado's Enterprise Collaboration staff to ensure your Hoot™ Meetings are a success. Help is available around the clock and the globe.

Hoot™ Meeting Technical Support Phone Numbers

North America

Toll-Free: 855-414-HOOT (4668)

Chat Support: 8:00 am to 7:00 pm ET

Europe

France: +33 (0) 1 70 70 07 66

Germany: +49 (0) 69 2222 2590

Norway: +47 2103 3203

United Kingdom: +44 (0) 33 0606 8718

Asia Pacific

Australia: 1800 468 225

Hong Kong: 800 901 603

Singapore: 1800 468 2255

International: +61 2 8295 9000

Chat Support: 6:00 a.m. to 6:00 p.m. (UTC+8)

Email for All Regions

hoothelp@intrado.com

Hoot™ Meeting Email Ticket Submittal Procedure

When submitting a technical support ticket to hoothelp@intrado.com or via phone, you must include all the information listed below. Tickets should be submitted as quickly as possible because research of any audio issue can only be done within 24 hours of a call.

- Time/Date of issue (including time zone)
- Detailed description of problem/issue (as much detail as possible)
- Name(s) of affected participant(s)
- Call Source (landline, mobile device)
- Call Type (Call in, Call Me, Computer Audio)
 - Phone number dialed (for Call in)
 - Phone number dialed from (for Call in or Call me)
- Conference ID number/passcode
- Customer contact information (if Moderator, owner number)

Include the Meeting Log with your Customer Support email

Depending on the problem you encounter, you may want to attach the meeting log to your Customer Support email. The log will help Customer Support isolate and respond to the issue.

1. From your meeting window, click the **Information** button.
2. On the information panel, click **View Logs**.
3. Click **Copy logs (above) to clipboard**.
4. The log data will be copied to your clipboard. Paste the log to the bottom of the Support email.
5. Add any additional details to the email body, then send.

Note: Clicking Compose email to support will open your default email client and populate it with a generic message and relevant meeting data. Log data will be copied to your clipboard, but it is not added to the email by default.

Issue Response Time (Excluding Outage Events)

Response Time Type	Description	Tier 1 Support
Ticket Submission Response Time	Agent will make contact/acknowledge ticket has been received and advise next steps. This is an agent response, not an auto-response.	2 hour initial response (automated)
Email Response Time	Agent will make contact/acknowledge ticket has been received and advise next steps. This is an agent response, not an auto-response.	2 hour initial response (automated)
Call Answer Response Time	Agent will answer calls inside the target metric. If unavailable, calls will roll to the Web Support desk for triage versus sending the caller to voicemail.	90% of all calls are answered in 60 seconds or less

Intrado EC End User Response Expectations by Severity Definition

Intrado EC support teams define issue severity on a scale that reflects Severity 1 as lowest priority and Severity 3 as highest priority. If an issue is being reported that is known to affect multiple end users within an organization, it is important to let the Tier 1 technician know as soon as possible so the correct severity definition may be applied.

Severity Definitions

Severity 1	Severity 2	Severity 3
<ul style="list-style-type: none"> • Lowest priority • 24 hours follow up on escalations • Updates every 72 hours 	<ul style="list-style-type: none"> • Medium priority • Impacts multiple users in single meeting or moderator • 4 hour first contact after escalation • Updates every 24 hours 	<ul style="list-style-type: none"> • High priority • Platform impacting or outage scenario • Business impact that warrants Severity 3 • First contact in one hour or less • Updates – hourly • Vendor escalation transfers update parameters to vendor SLA