

# Daxtech Communication Channels

## Service Department:

**Customer Portal** – If you'd like to keep an eye on how your support tickets are progressing you can use our intuitive customer portal by visiting <https://daxtech.myportallogin.com>. You'll be able to view all your current tickets, add comments, and create new ones.

**Email** – You can email our support team by sending a message to [support@daxtech.ca](mailto:support@daxtech.ca). This will automatically create a new ticket in our system and you'll get a notification, so you know your request has been received.

**Phone** – This is the fastest way to get your support request going. Simply call our main number 250-380-0377 and press 1 for the service department. A technician will discuss your request and get a ticket created for further review as needed.

## Sales Department:

**Email** – You can email our sales team by sending a message to [sales@daxtech.ca](mailto:sales@daxtech.ca). This will automatically create a new ticket in our system. A sales team member will get back to you shortly to discuss your request in more detail.

**Phone** – This is the fastest way to get your sales request going. Simply call our main number 250-380-0377 and press 2 for the sales department. One of our friendly sales team members will discuss your request and get a quote going for your review.

**Order Porter** – A unique tool for our sales team is the online Order Porter system. When we create a quote, you'll get an email with a link to view it online. You can make adjustments to quantities, select or deselect options and approve your quote with a digital signature.

## Accounting Department:

**Customer Portal** – Through our customer portal your accounting team can view all tickets, projects, and invoices online at <https://daxtech.myportallogin.com>. You can easily view and pay invoices online using a variety of payment methods.

**Email** – You can email our admin team by sending a message to [accounting@daxtech.ca](mailto:accounting@daxtech.ca). An accounting team member will get back to you shortly to discuss your request in more detail.

**Phone** – Simply call our main number 250-380-0377 and press 4 for the accounting department. One of our friendly accounting team members will be happy to review any billing or administrative questions or quickly get you to the right people to resolve your request.



## General Inquiries:

**Email** – You can email our admin team by sending a message to [office@daxtech.ca](mailto:office@daxtech.ca). A team member will get back to you shortly to discuss your request in more detail.

**Phone** – Simply call our main number 250-380-0377 and press 3 at the main greeting. One of our friendly team members will be happy to answer any questions or quickly get you to the right people to resolve your request.

## Ticket Updates and Email Communication:

When you or someone from your team sends us an email, they are created as a contact under your company name in our system. The person sending the email also becomes the contact person on that specific support ticket and will receive any / all updates pertaining to the ticket.

If more than one person should be aware of the ticket, or if yourself or another member of your team should be made aware of all requests sent to Daxtech, they can be added as a CC on the email. This will add them to the support request.

Alternatively, or in addition to the above, a specific contact can be set to always get notified when a ticket is opened or closed for your company.

## Emergency & After-Hours Support:

If an issue arises outside of our business hours or is having a significant impact on your entire company we offer emergency and after hours support options. In these situations you should call our office at 250-380-0377 to get the fastest support. If it is outside business hours, press 1 for support and follow the prompts for after-hours support. Note there is an additional fee for these options.

