

Live Chat FAQs

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With Chat, will DrChrono agents be able to solve my issues more quickly?

With Chat, agents will be able to respond to your inquiry much quicker and either work to resolve the issue with you via Chat or escalate as needed. Our goal is to improve the customer experience and provide you with faster response times.

When do I use Chat, and when do I submit a ticket?

We recommend utilizing Chat for questions and non-bug-related items (password reset, duo activation code, etc.) We recommend that you continue submitting tickets on issues related to bugs in the system so that our agents can adequately investigate and escalate to our engineering team.

Can I chat with my Account Manager?

Your account manager will not be available via Chat; however, you can still contact them by emailing them directly or giving them a call.

Chat's nice, but when is phone support coming?

At this time, Chat and our ticketing system are our current lines of communication with our support team. We want to continue cultivating a better customer experience and will explore other support options as we continue to grow.

Will I be able to get a copy of my chat transcript for future reference?

Yes, you will have the option to have the chat transcript emailed to your desired email address.

Will Chat be available 24/7?

Chat will be available Monday - Friday from 8 am - 6 pm EST/ 5 am - 3 pm PST. You will still have the option to submit a support ticket at any time. As a reminder, our regular operating hours for support are, Monday- Friday 8 am - 8 pm EST/ 5 am - 5 pm PST.

Note: In the event that chat volumes are too high, chat support will be temporarily disabled. [Tickets](#) can still be submitted.

Will I be chatting with an Engineer who can fix the bugs I'm reporting?

At this time, you will be chatting with a support specialist who will help to resolve the issue you are experiencing. If you are experiencing a bug in the system, we recommend submitting a ticket so that the issue can be investigated thoroughly and then escalated to our engineering team to resolve.

What will happen if the Support Specialist can't answer my question or fix my issue while we're chatting?

If a support specialist is unable to resolve the issue you are experiencing via Chat, the conversation will transition to a ticket where an agent will be able to investigate the matter further or escalate as needed.

Where can I find Chat in the product?

The chat widget will live on the dashboard page and calendar page in the product. As we continue testing and

receiving feedback from our customers, we will evaluate where else in the product Chat support can be of help.
