

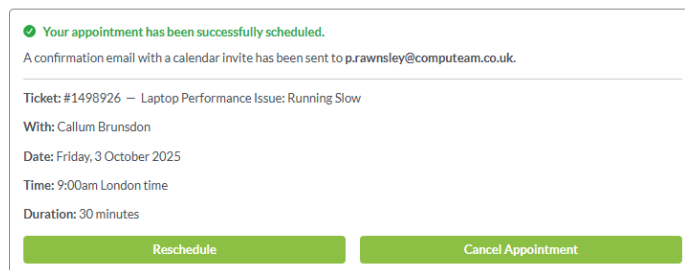
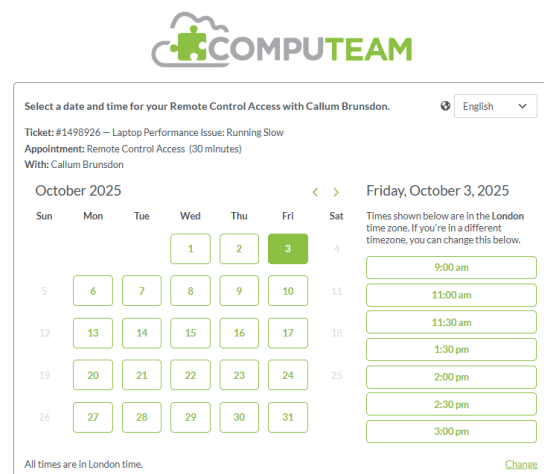
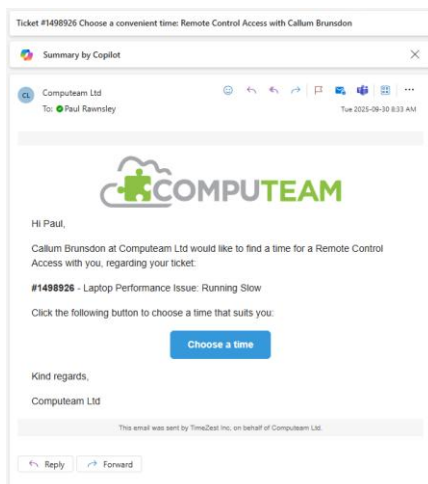
TimeZest Usage Policy

What is TimeZest?

TimeZest is our automated scheduling solution that allows clients to book appointments directly with a support technician for a remote takeover session or for an information gathering phone call. It integrates with our helpdesk system to streamline communication, reduce delays, and ensure timely service delivery at a date and time that suites you – all through your logged support ticket.

How It Is Used

During the lifecycle of your support ticket, you may be advised that you will be sent a TimeZest scheduling link to book a time with a support technician at a time that suites you. When using this link, it will show you real-time availability of the technician based on their current work calendar, allowing you to choose a free date and time that suits you.



Once booked, the appointment can be added to your calendar and the assigned technician will have the booked session automatically scheduled in their working calendar. Using the same booking link you also have the option to reschedule or cancel using the booking if needed.

Let Us Know in Advance

If a booked session becomes unsuitable or you are unable to attend, please notify us as soon as possible using the reschedule or cancel options provided in your confirmation email, or by replying to one of your ticket emails or by updating the ticket via our client portal. Early notice allows us to reallocate resources to other support requests and make the booked slot available to other clients. If you're unsure about your availability, we recommend choosing a time that offers flexibility or contacting us for alternative arrangements.

Missed Appointments

To maintain service efficiency and fairness to all clients, we operate a "one strike policy". If a booked appointment is missed without prior notification, you will be offered the chance to book a second appointment. However if your second appointment is also missed without any prior notification, the associated support ticket will be closed with the assumption that further support is no longer required. You are welcome to reopen the ticket by replying to the closure email or via our client portal.

Best Practices

- Ensure you are available at the scheduled time.
- At the time of a remote session, in the first instance our engineers will send start a remote chat on your device to communicate with you at the session time. While optional, when booking a session you will be asked to provide a direct contact number. A mobile number we can reach you on will really help if you are not by your computer to respond to the chat.
- Use the reschedule or cancel options if your availability changes.
- When you receive the booking conformation email, accept the meeting invite so it is added to your email calendar using the attached calendar file.

Questions or Concerns?

If you have any questions concerning any of the above, please don't hesitate to contact us.