

At Workforce Go, your support journey doesn't end with implementation. Our three-tier support structure makes it easy to **get the help you need when you need it**. With a single point of contact, your team can enjoy conversations with a real person.

How Does Our Single Point of Contact System Work?

Your **Account Specialist Representative (ASR)** is your first point of contact for support.

What can you expect from your ASR? They take time to become familiar with your business, prioritize your objectives, and ensure their assistance and recommendations align with your goals. Your ASR makes it easy for your team to get the support they need throughout each support tier. All you have to do is submit a ticket. Then, they guide you through the process and help you connect with the right experts to fix your issue.

What does the support process look like?

Tier 1: Basic Support

Your ASR is your point of contact for ongoing, basic support needs. Consistent, quick response times ensure your issues are addressed promptly. Non-urgent inquiries made during business hours receive a response within two hours and priority payroll issues within one hour. When an issue is beyond the scope of Tier 1, they coordinate with the Tier 2 and Tier 3 teams to get you the help you need.

Tier 2: Escalation

Your ASR assists with anything that falls under the category of Basic Support. They prioritize understanding your business model and project objectives to ensure our services and future recommendations align with your strategies. Your ASR also attempts to correct errors or resolve operational issues in Workforce Go Products and Services. When questions arise, your ASR always initiates the troubleshooting process, bringing together additional team resources and setting expectations around how those resources will help resolve your issue.

Tier 3: Extended Support

Your ASR will coordinate with Tier 2 support and the Tier 3 **Product Experience (PX) Team** to assist you with issues beyond the scope of basic support. Project completion times vary depending on the need, and the PX team will keep you updated on the details throughout the process.

Beyond the Tiers: Self-Service and Client Success

Help is always available. Self-service resources are easily accessible, so you and your team can complete training or take advantage of continuing education opportunities through our Help Center's How To's, My Learning with Workforce Go, and the range of Training Webinars included in your Client Portal.

A **Client Success Representative (CSR)** will also serve as your advocate throughout your journey with Workforce Go to help you get the most out of our products and services. They will check in with you to conduct regular reviews, listen to your concerns, and suggest the best solutions to address your needs.

For additional details about our support services, [Contact Our Team](#).