Microsoft

DAX Copilot for Epic support guide

How to get support for DAX Copilot for Epic

Please contact your organization's designated internal Epic analyst for all your DAX Copilot for Epic support needs.

This contact may be a specialist from your IT, interface, or administration team, or an internal DAX Copilot Administrator, assigned to assist with any DAX Copilot for Epic support needs, including escalating to Microsoft if necessary.

Designated internal Epic analysts may **contact Epic Customer Support directly at 1-608-271-9000.** Callers will need to provide account information so that calls are routed to the Epic technical support agent assigned to their organization.

If the issue is related to AI generated content, **summaries failing return or data not uploading**, please escalate the issue to Microsoft. It is recommended to additionally follow the above process of contacting your internal Epic/Epic TS teams.

Clinicians should follow the institution's escalation path for support with Epic applications. For support on how to use DAX Copilot for Epic, consult the in-app and live training options.

In-app training options

Select the **Resource center** in the DAX Copilot activity in Haiku or Canto:
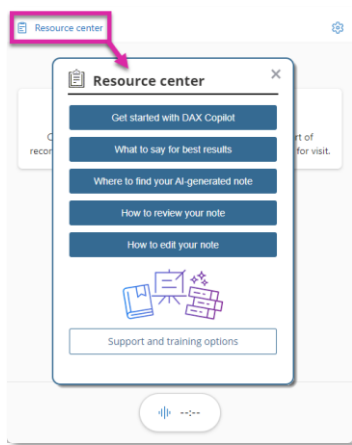
Select the **Help** icon in the DAX Copilot activity in Epic for in-app training, documentation, and support links:
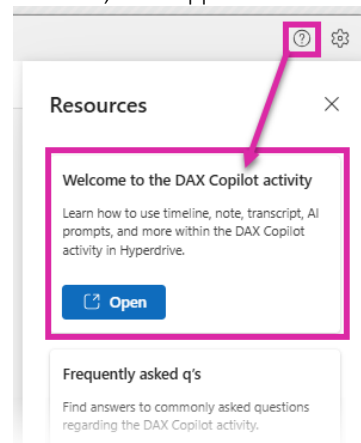
Drop-in and instructor-led training sessions

- Application Consultants are available to assist with training/workflow topics Monday-Friday, 8:00am - 7:00pm EST, excluding holidays from this link: https://aka.ms/DAXCopilotHelp

- Schedule Instructor-led training sessions on a variety of topics from this link: https://aka.ms/RemoteTraining

Submit a case to DAX Copilot for Epic support

Before contacting Support, we recommend checking the **Dragon Status Page** at https://status.copilot.dragon.com.

Opening a case by phone:

Telephone support is available for urgent or emergency issues 24x7.

DAX Copilot for Epic Hotline: 1-800-833-7776

Email a case to Support

The Epic Analyst can log a case by sending an email to DAXCopilotSupport@nuance.com

Please include the following in your email:

- Affected user's name and contact information, as well as date and time of encounter and issue.
- Ambient Session ID, which is necessary for conducting our investigation.
- **Sherlock reference number**, also called an **SLG**, if possible. This number should be provided to you by Epic and is helpful for referencing their investigation, but is not necessary for initiating an investigation with Microsoft.