Microsoft

Microsoft Cloud for Healthcare

DAX Copilot

Support Guide

About Microsoft DAX Copilot

Microsoft Cloud for Healthcare's DAX Copilot is a fully AI automated note creation solution that uses conversational, ambient, and generative AI to create draft clinical notes from patient conversations and make them available immediately after concluding a patient visit.

Introduction to Support Services

This document will introduce you to support services that complement Microsoft Cloud for Healthcare DAX Copilot. To provide you with the best support experience possible, the DAX Copilot Support team is available to assist you with technical and application support 24x7x365.

About the Nuance Healthcare Community

The Nuance Healthcare Community is a web-based support site for Microsoft Cloud for Healthcare customers. Microsoft Cloud for Healthcare has tailored the community to meet our Healthcare customers' specific needs, allowing timely, accurate, and responsive handling of your support cases. The Nuance Healthcare Community provides you with self-service access to view, edit, and receive updates on cases, as well as communicate with Microsoft Cloud for Healthcare through **phone**, **web**, and **chat**.

If you don't already have a Nuance Healthcare Community login, self-register for a user ID and password at https://www.nuance.com/healthcare/support.html. Simply click **Register Now** and select **DAX Copilot**.

![Microsoft logo]

How to contact DAX Copilot Support

Get the support you need by contacting us in one of three easy ways. Whichever method you choose, please have the following information ready for the fastest results:

– Affected user's DMO login.

– Date and Time the issue occurred, including time zone.

– Describe what was expected to occur, versus what did occur.

– How many users are affected, and how often does the issue occur?

Checking the Status of DAX Copilot

You can see the status of DAX Copilot systems by accessing the **DAX Copilot Status Page**. The status page provides real-time information on DAX Copilot systems availability, which may be helpful in relaying details to DAX Copilot Support. Use the link below to access the page and use the expander icons to open the DAX Copilot component menus to see even more status information.

http://status.copilot.dragon.com/

Status Definitions

– **Operational**- Functioning as expected.
– **Degraded Performance**- Functional for all users, but in a degraded state.
– **Partial Outage**- Not functional for some users.
– **Major Outage**- Not functional for majority of/all users.
– **Under Maintenance**- Routine/Planned maintenance

Drop-in Training Support Sessions

Get on-demand access to an Application Consultant to assist with training/workflow topics by joining a support drop-in session, Monday-Friday, 8:00am - 7:00pm EST, excluding holidays.

Click here to join: https://aka.ms/DAXCopilotHelp

Live Chat with a technical support engineer from within the app

If available, using the Live Chat option from within the app is the fastest way to get assistance.

1. With Dragon Medical One running, say "Open Chat" to launch the chat window.
2. Alternatively, you can manually open the chat window from the app.
    1. Select the Dragon flame on the Dragon Bar.
    2. From that menu, Select **What You Can Say**.
    3. Select the **hamburger menu** icon (the 3 lines located at top left).
    4. Select **Live Chat** at the bottom of the menu that opens.
3. Enter your email address on the Live Chat login screen.
4. Select the **Chat with DAX Copilot Support** button.
5. Your chat will begin in a separate pop-up window.
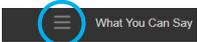
Email a case

Alternatively, you can log a case by sending an email including the details bulleted above.

DAX Copilot Support Email address: DAXCopilotSupport@nuance.com

Contact us by telephone

Telephone support is available for urgent or emergency issues 24x7. Please have your **Customer Account Number** or **Support Case Number** ready. Providing this information to the engineer will help us quickly locate your account and begin troubleshooting.

DAX Copilot Support Hotline: **1-800-833-7776**

Contact us from the Nuance Healthcare Community

Registered Nuance Healthcare Community users have access to extensive product information as well as the ability to log a Support Case or Chat with a DAX Copilot support representative.

Log A Case

1. Log into https://nuancecommunity.force.com/NuanceHealthcareSupport with your User ID and Password.
2. Click on Log a Case and select Contact DAX Copilot Support from the product dropdown.
3. Complete each of the fields.
4. Use the description field to describe the issue. Include as many details as possible to expedite troubleshooting. Some helpful details include:
   - Affected user's DMO login.
   - Date and Time the issue occurred, including time zone.
   - Describe what was expected to occur, versus what did occur.
   - How many users are affected, and how often does the issue occur?
5. Click **Confirm** to submit the online Support Case
6. For your reference, please note the Support Case Number displayed on the screen.

Nuance Healthcare Community Live Chat

1. Log into https://nuancecommunity.force.com/NuanceHealthcareSupport with your User ID and Password.
2. Click on **Live Chat**.
3. Choose **DAX Copilot** from the product dropdown list.
4. Click **Chat with Agent** and you will be connected to a live agent.

5. Please be prepared to provide the following details:

   - Affected user's DMO login.
   - Date and Time the issue occurred, including time zone.
   - Describe what was expected to occur, versus what did occur.
   - How many users are affected, and how often does the issue occur?

Customer Experience Survey

As part of our ongoing commitment to provide you with superior service, Microsoft wants to hear about your experience with us. Microsoft Healthcare surveys will provide you with regular opportunities to share feedback on your service and support experience with our team.

Our surveys are distributed to you via your registered ticket email address as frequently as once per month. Via a short list of questions, we ask you to rate your experience on a scale of 1 to 10, with 10 being the best/highest score. Additionally, there is an opportunity to provide comments as well.

Microsoft values your feedback as our partner with our goal to deliver the best customer service experience possible. We hope that you will use this opportunity to provide us with your valued input and share any ideas you may have to further improve.

Escalation Path for DAX Copilot Customers

In conjunction with support provided by your DAX Copilot implementation and support team members, the support management personnel listed below are available for escalation.

Support Management	Contact information	Responsibilities
Chad Lagos Sr. Service Engineering Manager	425.703.7619 office 681.318.6746 mobile Chad.Lagos@Microsoft.com	DAX Copilot All Dragon Medical Products
Allen Garrett Sr. Service Engineering Manager	781-565-4006 office 615-429-9002 mobile AllenGarrett@Microsoft.com	DAX Copilot DAX Full Service
Catherine Dorchuck Principal Service Engineering Manager	321-255-8569 office 321-749-7244 mobile CDorchuck@Microsoft.com	DAX Copilot DAX Full Service All Dragon Medical Products
Patrick Cinalli GM - Worldwide Support	321-255-8772 office 321-626-5936 mobile Patrick.Cinalli@Microsoft.com	Global Technical Operations (all)