



UCFlex Support Desk

How to Contact UCFlex Support Desk

- Create a new ticket or get updates on existing tickets at <https://access.ncanet.com/support>. Login with your username and password or request an account by emailing tac@ncanet.com
- Email: tac@ncanet.com
- Call: 877-864-7622, option 1
- The NCA UCFlex Support Desk is available 24 hours a day, 7 days a week

How to Successfully Engage with UCFlex Support Desk

- Ensure your company has a current Support and Maintenance Agreement with NCA
- Contact support using one of the methods above and provide the following details:
 - Clear and concise description of the issue
 - The client the problem is occurring on (deskphone, GenCom PC Client, Nteract app, webclient)
 - Provide screenshots of the user screen and/or error message, if applicable
 - Provide the date and time of issue, calling and receiving party and UCFlex user name or names
 - Urgency and business impact of issue

How Does the UCFlex Support Desk Respond?

Priority	Definition	Preferred Contact Method	Response SLA
Low	Low impact of unexpected behavior. No loss of communications. Questions around features and functionality.	Portal / Email	2 business days
Medium	Medium impact of unexpected behavior affecting less than 50% of users. Does not require urgent action.	Portal / Email / Phone	1 business day
High	Unexpected behavior affecting 50% or greater of users or essential applications or functionality not available. Requires urgent action.	Phone	4 Hours
Critical	Essential applications or functionality not available. Requires immediate action.	Phone	1 Hour

How to Escalate with the UCFlex Support Desk

- Is the NCA UCFlex Support Desk not meeting its SLAs?
- Are your issues not being addressed in a timely manner?
 1. Request an update from the UCFlex Support Desk: tac@ncanet.com or 877-864-7622
 2. If your SLA is exceeded, contact our IT Services Manager Anthony Gross at 425-452-7215, anthony.gross@ncanet.com.
 3. If you remain unsatisfied, contact the IT Services Director Don Rudolph at 425-452-5194, don.rudolph@ncanet.com.