

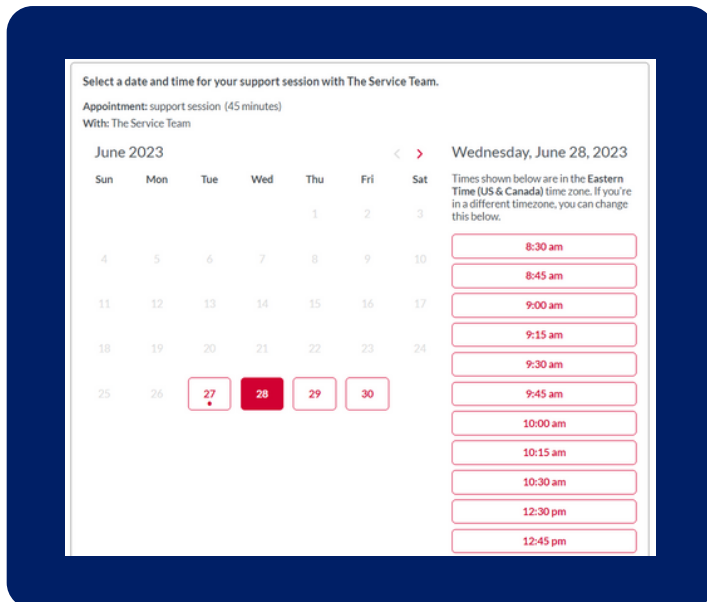
Step 1

Team Exigent will determine how much time we need to schedule based on the task or service request.



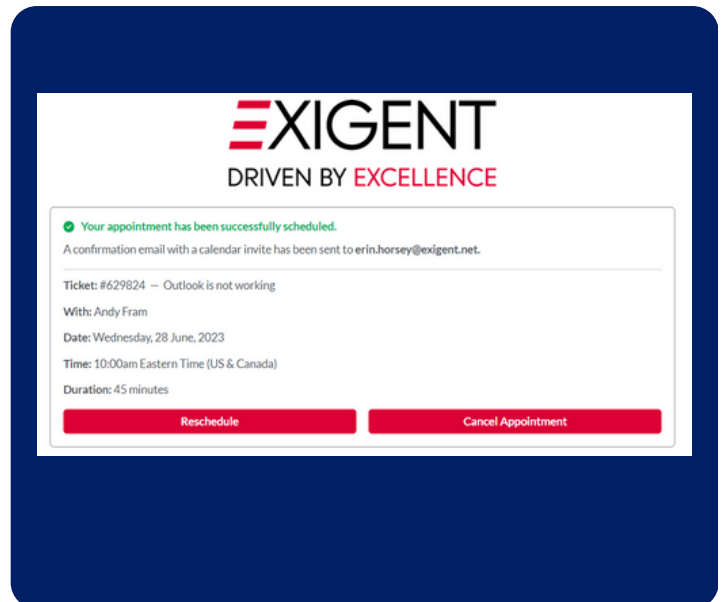
Step 2

Your point of contact for the ticket request will receive a scheduling link via email, inviting them to choose a convenient time. Time slots provided are based on real-time availability.



Step 3

Once scheduled, the contact will receive a confirmation email and calendar invite. The calendar invite will include meeting instructions.



Step 4

Your staff can cancel or reschedule appointments if there is a need to do so.

Step 5

In the event additional, follow-up sessions are needed (e.g. a ticket escalation), we will repeat the process and schedule another timeslot with the necessary staff member(s).

FAQs

If I put in a ticket for someone else, will you be able to schedule with them directly?

Yes, we can leave you as the main contact for the ticket while scheduling with the other contact directly as long as we have their contact information, including email address.

What happens if I don't complete the scheduling process via the link, what happens to my ticket?

If the online scheduling process is not completed, we will assign a dispatcher to follow up after a set period of time.

Is this new scheduling system mandatory?

For consistency and standardization, this will be the default approach for Exigent ticket processing and handling.

What if my email isn't working?

Please send us a ticket via the client portal or call us and we can schedule with you directly.