

# THE UCREW

Uniguest's best-in-class  
technology support team

With nearly 100 support members, Uniguest's 24/7/365 technical support team boasts a best-in-class response time of less than 30 seconds and a same-day close rate of 75 percent. Each member of the UCrew undergoes an extensive two-week training followed by a shadow period where they sit with an experienced technician. Uniguest offers ongoing training and various certification courses which allows the team to specialize in certain topics and stay ahead of technological advancements.

Less than one percent of Uniguest's 26,000 devices in the field are down at any given time, and the bulk of those cases see resolution within 24 hours. Uniguest is committed to continuously improving its support capabilities and has implemented an AEM RMM tool that will allow the team to resolve issues before customers are even aware that there is one.

The support team is available via phone, email, and chat, and can assist with coordinating the activities and technical requirements of dependent technologies, such as networking, internet access, and manufacturer warranties.



## WHAT YOU SHOULD KNOW ABOUT THE UCREW:

- 24/7/365 coverage based in the U.S.
- Best-in-class average wait time of less than 30 seconds
- Best-in-class same-day resolution rate of more than 75% (compared to the 65% industry standard)
- Less than 1% of supported devices are experiencing trouble at any given time
- Agents go through rigorous certification to provide the best possible service
- UCrew agents specialize in the technologies they work with
- Historical data is used to optimize our agent schedules and increase availability
- The best technical agents are recruited and Uniguest actively works to grow their expertise



**If you need support today, visit the UCrew support page to chat or email the team, or call the UCrew at (800) 467-1218 option 2**

To learn more about the UCrew and Uniguest's suite of products, please visit us at

[WWW.UNIGUEST.COM](http://WWW.UNIGUEST.COM)