

Quality Review Tips!



QR Tips December 5, 2022

Consultant Desktop/ Logically Contact Information

We recognize the value of your time and appreciate your patience when IT concerns arise.

- When you encounter an issue, please be sure to reach out to Logically immediately to create a ticket.
- Logically has both business hours and an after-hours contact number.
- Be sure to enter “221” which is the designated team access pin number.
- A ticket number will be assigned. It is imperative that you receive and document your ticket number for reference.
- Without your ticket number, your call with your concern cannot be tracked, resolved, or if needed, escalated.
- Once a ticket number is assigned, resolution toward your concern can begin.

Logically Contact Information:

Business Hours (Monday through Friday 8:00am-5:00pm ET)

- 1-(866)-946-9638 option 1.

After Hours, Holidays & Weekends

- 1-(919) 856-2300 option 1.

Enter “221” which is our designated care team access pin.

Look for our next tip in the upcoming weeks.

We hope this has been helpful and we welcome your feedback and questions.

Thank you,
The QR Team

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