

VSPONE CUSTOMER SERVICE SIMPLIFICATION GUIDE



3 STEPS TO SIMPLIFYING YOUR VSPONE CUSTOMER SERVICE EXPERIENCE

VSPOne® customer service representatives take great pride in providing you the best experience possible. Each team member is expertly trained to provide you fast, personalized, and accurate support, so you spend less time on the phone and more time doing what you do best. To make your VSPOne customer experience even better, here are three simple tips to follow when you need our assistance:

1 Avoid Peak Days & Times when Possible

Monday and Tuesday are our busiest days of the week. If possible, try contacting us Wednesday, Thursday, or Friday to get the quickest response so you can get back to work faster. Our busiest time of the day is from 9:30 a.m. – 11:00 a.m. daily, so call before or after whenever possible to avoid the rush.

2 Take Advantage of Our Automatic Call-Back Feature

If your expected hold time is two minutes or longer, you'll be given the option to save your place in the queue and receive an automatic call back when it's your turn. This allows you to get back to the task at hand rather than waiting on hold.

3 Come Prepared

To expedite your call, please have your lab account number and invoice or Rx number on hand. When you call, you'll be prompted to enter your lab account number into our automated system which allows our representatives to have your information pulled up when you're connected. If you do not have your lab account number, you'll be asked for additional contact information to locate your account, which can result in longer call times.

To locate your nearest lab and customer service number, please visit the [Locations Page](#) of our website and click on the lab nearest you.