



# Customer Success

*Businesses and clinics around the world rely on SHOEBOX as their trusted partner in hearing care. That's due in part to our commitment to the success of your testing program. From helping you get up-and-running to answering your toughest questions, we offer a host of services designed to ensure your total satisfaction.*



## Training

All new customers receive 1 hour of "Getting Started" web-based training and access to our online "Audiometry Essentials" learning modules. We also offer custom training solutions for those who may need more.



## Help Center

Our online Help is a central repository designed to give you quick and easy access to all the information you may need. Visit [help.shoebox.md](http://help.shoebox.md) to download manuals, find answers to questions, learn about recent updates, and more.



## Support

From Monday to Friday, our Support team is here for you. Contact us by email, online chat, or phone and let us know how we can help.



## Annual Calibration Service

To maintain compliance with ANSI S3.6 standards, we offer:

- ✓ Annual notification when calibration is due
- ✓ Automatic swap out of newly calibrated transducers
- ✓ Newly calibrated transducers shipped as advance replacements for expiring transducers



## Optional Managed Services

Custom consulting services and integrations, additional deployment services, dedicated support rep.



## Device or Fleet Management

For all of our active subscription customers, we offer Hardware Management services to ensure the optimal performance of your system. Should your iPad ever become incompatible with the SHOEBOX software, we will replace it with the newest model.

In addition, we'll administer the SHOEBOX tablets for you. This ensures the optimal functionality of your systems by allowing us to ensure you are always running the most current version of iOS and the testing software.