

Microsoft Cloud for Healthcare

DAX Copilot for Epic

Guide to Service Engineering

Introduction

This document will provide you with the information you need to get support for your **DAX Copilot for Epic** product.

About Microsoft DAX Copilot for Epic

Microsoft DAX Copilot for Epic is a fully AI-automated note creation solution, built into Haiku, that uses conversational, ambient, and generative AI to create draft clinical notes from patient conversations, as well as make them immediately available after concluding a patient visit. We have partnered collaboratively with Epic development to share responsibility for support paths, with your organization's designated Epic analyst and Epic Technical Support being your first level of engagement for all support issues involving end user access, configuration, workflow issues. Microsoft is focused on delivery of AI-processed documentation and your organization's dedicated Epic analyst should be reporting any issues with delivery of summaries and content by using the processes outlined in this document.

About the Nuance Healthcare Community

The Nuance Healthcare Community is a web-based support site for Microsoft customers. Microsoft has tailored the community to meet our Healthcare customers' specific needs, allowing timely, accurate, and responsive handling of your support cases. The Nuance Healthcare Community provides you with self-service access to view, edit, and receive updates on cases, as well as communicate with Microsoft through phone, web, and chat.

New to the Nuance Healthcare Community? [Register here.](#)

Getting Support for DAX Copilot for Epic

Supporting **DAX Copilot for Epic** is a collaborative support effort between your organization's designated internal Epic analyst, Epic Tech Support (Epic TS), and Microsoft Healthcare Service Engineering teams. While we strive to deliver quality and collaborative support, it is important to follow the time-saving support protocols our organizations have agreed upon, as detailed in the following sections.

First, contact your organization's internal Epic analyst team

Please contact your organization's designated internal Epic analyst for all your DAX Copilot for Epic support needs.

Your organization will have a designated internal Epic analyst. This contact may be a specified specialist or team member from your internal IT, interface, or administration resources, or it could be an internal DAX Copilot Administrator, and is assigned to help with any DAX Copilot for Epic support needs, including contacting Epic and escalating to Microsoft if necessary.

Designated internal Epic analysts may **contact Epic Customer Support directly at 1-608-271-9000**. Callers will need to provide account information so that calls are routed to the Epic technical support agent assigned to their organization.

If the issue is related to AI generated content, **summaries failing return or data not uploading**, please escalate the issue to Microsoft. It is recommended to additionally follow the above process of contacting your internal Epic/Epic TS teams.

Please note: End-users should not call Epic directly. Key Epic account identifiers are required in order to route calls properly and follow time-saving support protocols. Your designated internal Epic analyst will have this information.

Designated internal Epic analysts requiring additional assistance after taking the steps outlined above can escalate to Microsoft as needed using the following information.

Drop-in Training Consultation Support Sessions

Get on-demand access to an Application Consultant to assist with training/workflow topics by joining a support drop-in session, Monday-Friday, 8:00am - 7:00pm EST, excluding holidays.

Click here to join: <https://aka.ms/DAXCopilotHelp>

How to check the status of DAX Copilot for Epic

Before escalating to Microsoft Service Engineering, we recommend that you review the **DAX Copilot Status Page**. It may be helpful to also convey the information found on the Status Page to your organization's dedicated Epic technical support representative. Should the information here indicate the presence of a problem, Microsoft will already be aware. However, it is still recommended that you contact your organization's designated Epic analyst to ensure receipt of updates. It is also advised that your organization's designated Epic analyst contact Epic prior to contacting Microsoft, so that time-saving Support protocols are followed appropriately.

Accessing the Status Page

<http://status.copilot.dragon.com/>

The DAX Copilot status page provides real-time information of systems availability, allowing you to easily determine whether problems you encounter originate with Microsoft. Use the expander icon to open the **DAX Copilot for Epic** menu to see even more status information.

Use the expander icons next to each product or region to view additional service status details.

Statuses are defined below.

All Systems Operational	
▢ DAX Copilot Mobile	Operational
▢ DAX Copilot for DMO	Operational
▢ DAX Copilot for Epic	Operational
▢ Dragon Medical One - United States	Operational
▢ Dragon Medical One - Canada	Operational
▢ Nuance Management Center	Operational
▢ Nuance Healthcare Analytics	Operational

Status Definitions

- **Operational** - Functioning as expected.
- **Degraded Performance** - Functional for all users, but in a degraded state.
- **Partial Outage** - Not functional for some users.
- **Major Outage** - Not functional for majority of/all users.
- **Under Maintenance** - Routine/Planned maintenance.

How to escalate to Microsoft Service Engineering

If your organization's designated internal Epic analyst has been instructed by Epic to open a case directly with Nuance, they can do so by email, by phone, or through the Nuance Healthcare Community. Each option is detailed below and on the following page.

Please have the following information ready for the fastest results:

- Affected user's name and contact information.
- Date and time of encounter and issue.
- Ambient Session ID, which is necessary for conducting our investigation.
- **Sherlock reference number**, also called an **SLG**, if possible. This number should be provided to you by Epic and is helpful for referencing their investigation, but is not necessary for initiating an investigation with Microsoft.

Contacting Microsoft Cloud for Healthcare

If your organization's designated internal Epic analyst requires support, they can contact Microsoft using any of the following methods.

Opening a case by email

Authorized contacts can log a case by sending an email, including the details bulleted above, to DAXCopilotSupport@nuance.com

Opening a case by phone

Authorized contacts can reach telephone support for urgent or emergency issues 24x7.

DAX Copilot for Epic Hotline: 1-800-833-7776

Using the Nuance Healthcare Community

Authorized contacts registered with the Nuance Healthcare Community have access to extensive product information as well as the ability to log a support case or chat with a DAX Copilot Service Engineer.

How to Log a Case

1. Log into <https://nuance.my.site.com/NuanceHealthcareSupport> with your User ID and Password.
2. Click on Log a Case and select Contact **DAX Copilot Support** from the product dropdown.
3. Complete each of the fields.
4. Include the following information in your case's body text:
 - Affected user's name and contact information.
 - Date and time of encounter and issue.
 - Ambient Session ID, which is necessary for conducting our investigation.
 - **Sherlock reference number**, also called an **SLG**, if possible. This number should be provided to you by Epic and is helpful for referencing their investigation, but is not necessary for initiating an investigation with Microsoft.
5. Click **Confirm** to submit the online Support Case.
6. For your reference, please note the Support Case Number displayed on the screen.

How to use Live Chat through the Nuance Healthcare Community

1. Log into <https://nuance.my.site.com/NuanceHealthcareSupport> with your User ID and Password.
2. Click on **Live Chat**.
3. Choose **DAX Copilot** from the product dropdown list.
4. Click **Chat with Agent** and you will be connected to a live agent.
5. Please be prepared to provide the same details as above.

Customer Experience Survey

As part of our ongoing commitment to providing you with superior service, Microsoft wants to hear about your experience with us. Microsoft Healthcare surveys will provide you with regular opportunities to share feedback on your experience with our Service Engineering team.

Our surveys are distributed to you via your registered ticket email address as frequently as once per month. Via a short list of questions, we ask you to rate your experience on a scale of 1 to 5, with 5 being the best/highest score. Additionally, there is an opportunity to provide comments as well.

Microsoft values your feedback as our partner with our goal to deliver the best customer service experience possible. We hope that you will use this opportunity to provide us with your valued input and share any ideas you may have to further improve.

Escalation Path for DAX Copilot for Epic Customers

In addition to the support provided by Dragon Medical Service Engineering, the management personnel listed below are available to assist with escalations.

Support Management	Contact information	Responsibilities
Allen Garrett Sr. Service Engineering Manager	425-703-7705 office 615-429-9002 mobile AllenGarrett@microsoft.com	Dragon Suite of Products
James Mirakian Sr. Service Engineering Manager	781 565 4464 office 315 572 2595 mobile James.Mirakian@microsoft.com	Dragon Suite of Products
Catherine Dorchuck Principal Service Engineering Manager	321-255-8569 office 321-749-7244 mobile CDorchuck@microsoft.com	Dragon Suite of Products
Patrick Cinalli General Manager – Worldwide Support	321-255-8772 office 321-626-5936 mobile Patrick.Cinalli@microsoft.com	World-Wide Technical Operations (all)