

TimeSolv's Commitment to Customer Service

In a world where low costs often equate to decreased customer service, TimeSolv takes pride in offering excellent customer service at an affordable rate. We know that you have your preferences of legal billing software, so we take the extra time and effort to ensure that your [TimeSolv](#) experience is convenient, comprehensive, and responsive to the needs of your law firm. Our team is constantly exploring new and innovative methods to provide service while working with existing clients to ensure that we continually meet the billing needs of their law firm.

New Users

New users benefit from a variety of resources, including step-by-step instructions for setting up a new account. We offer guided assistance with free administrative training, along with our Getting Started webpage that enables users to begin on their own. In the initial set up phase, TimeSolv representatives review your law firm time and billing needs and provide specified assistance with the creation of:

- User roles
- Configurations
- Administration Set-up
- Client and Matter Creation
- TimeSync
- Time and Expense Entry

The second phase of set up training centers on billing, with instruction focused on invoice creation, payment allocation and the creation of flexible templates. Instruction on conducting conflicts searches can also be a part of this training provided client and matters have been entered.

Established Customers

At TimeSolv, our established customers are extremely important to us, so we offer numerous customer service options throughout the duration of their software usage. Our easy-to-navigate website includes a Frequently Asked Questions page, where we provide answers to our most common inquiries. Help with specific topics is available in the Knowledge Base, with more than 100 available topics.

If you require additional detailed assistance, customer service representatives are available by telephone Monday through Friday, from 9 AM to 8 PM EST. Email support is also available, along with a live chat option on our website and online meeting options.

At TimeSolv, we work hard to provide the best legal billing software on the market. Not only do we offer numerous features at an affordable price, but we also maintain excellent customer service options for our customers.

Learn for yourself how dedicated we are to your satisfaction by taking advantage of our [Free Trial](#). No credit card is required to begin and we even provide you with free customer service while you try us out. Your access automatically expires when the trial period ends, with no hidden renewal fees. However, we are confident that we can earn your continued business with our comprehensive features and excellent customer service!