

ConferenceManager™ Customer Care



KEY BENEFITS

- **Hardware warranty** coverage for the term of the Support Services Agreement (SSA)
- **Online Customer Care Portal** with the latest documentation, support requests, and software documentation
- **Remote training** for end users and administrators after major software upgrades
- Advanced access to **hardware replacements**
- **No-cost access** to the latest software releases
- Customer Care **hotline**

Comprehensive Customer Support

Support Services Agreement:

ConferenceManager comes with a standard one-year warranty that ensures you will get the product you purchased. If anything, hardware or software, fails to perform as documented, you are covered. Compunetix will repair—or replace—your ConferenceManager at no cost to you.

For a fraction of the cost of typical maintenance plans, Compunetix offers a Support Services program that enhances your investment in the ConferenceManager. Available for 12-, 24-, or 36-month periods.

Compunetix Customer Care is setting new standards by delivering comprehensive support programs with unmatched levels of responsiveness, expertise, and personal involvement. When you make your investment in the Compunetix ConferenceManager, our entire organization is committed to ensuring your success and maximizing your return.

Customer Care is ready to impress

We are committed to your success with a recognized Customer Care team that strives to ensure that your experience with our products is second to none.

BEHIND THE SCENES:

TRAINING

Compunetix knows how important early success can be to the overall value of a project. So, we offer on-site and remote training to ensure quick, positive result for your end-users and administrators.

- **Host Training:** Compunetix Customer Care professionals lead up to three host trainings within thirty days of ConferenceManager's installation to get your end users productive quickly. To conduct the trainings, we use your ConferenceManager to give your users a thorough introduction to the system's capabilities as you have configured it.
- **Administrator Training:** Compunetix Customer Care professionals perform up to two administrator trainings within thirty days of ConferenceManager's installation to ensure your staff's ability to run the system efficiently. The administrator training is conducted on your ConferenceManager to aid your identification and resolution of issues early in the process.
- **Materials:** Compunetix provides documentation for reuse within your company. After an initial "train the trainer" session, you will have all the tools necessary to handle further training within your organization.

DISASTER RECOVERY SERVICES

To add appeal to the already compelling Compunetix story, we offer a unique disaster recovery solution for ConferenceManager owners. With a predetermined frequency, we will mirror our customers' data on a bridge in our co-location facility. In the event you experience a network outage or major disaster, you can seamlessly redirect your traffic to our facility and

maintain your full conferencing capability without disruption. Imagine the peace you'll enjoy knowing that your critical communications infrastructure will always be available.

TECHNICAL SUPPORT

Compunetix understands the urgency with which your conferencing system issues need to be addressed. Unlike so many technology companies today, we take ownership of your issues and do not stop until they are resolved. At Compunetix we provide two avenues to expedite your access to necessary support:

- **Customer Care Hotline:** Compunetix Customer Care professionals are available to take your call live from 8:00 AM to 8:00 PM EST. Our Customer Care professionals remain available 24 hours a day, seven days a week for emergency issues. And, unlike other technical support teams you can ask for one of our Customer Care professionals by name, eliminating lost time rehashing history and expediting your resolution.
- **Online Customer Care Center:** Compunetix Customer Care Center provides a wealth of information to give you another path to quick answers. Product manuals, documentation, training, and software updates are easily found on our password-protected Customer Care Center.

CONTACT CUSTOMER CARE:

Email: customercare@compunetix.com

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+1 (412) 858-7174 (International)

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