

## Product Support Services from Precision Software

### – Frequently Asked Questions -

Your success and satisfaction is vital to a world trading with Precision. We are dedicated to getting you the information you need, when you need it. Below are some FAQ's that will help you understand the extensive range of product support services available from Precision Software. If you have any further questions or would like to give us feedback on how we might improve our support services further, please do not hesitate to contact us.

#### **How do I contact support?**

Our new web based Precision/QAD Online Support Center gives you a 'one stop' location with easy access all the Precision support tools you need. Here you can log a support incident, talk to a local customer representative, search our Knowledge Base, join a web meeting, look up our extensive library of reference guides, find more information on our latest product releases and avail of our eLearning tools that explore various aspects of the PRECISION product suite functionality. Visit <https://support.qad.com/> and experience the enhanced contact and support tools available.

#### **How do I become a registered user of the Precision/QAD Online Support Center?**

To register online, click on the '[Register for a QAD Web Account](#)' link located under the [Login](#) link. You will be asked to create a User ID and Password and supply basic user information in the form provided. Once all fields are completed, click the Submit button to register your information. You will receive a confirmation email from the Precision/QAD customer support center within 24 hours with details of your account activation. You are now ready to begin leveraging the full capabilities of the Precision/QAD Online Support Center.

#### **What information do I need to log a support incident?**

By giving us as much detail about your product support issue up front, you are helping us to access your unique process and product information and working with us to find a prompt resolution to your problem. Our web based support system allows you to quickly document your issue by using the SUPPORT INCIDENT system. The systems online form will allow you to choose the product, version and patch number (where applicable) and ask you to describe the issue in detail. Urgent issues can be assigned a 'priority' rating and you should input a contact number where you can be reached in the event that the issue requires further clarification. Once all the details have been completed, please click the 'submit' button to activate the online support system. An email confirmation will be sent to you which contains a direct link to all information relating to this issue.

#### **If I have an emergency "system down" issue, how should I report it?**

For urgent or system down issues, we recommend that instead of raising an incident online, you contact us directly by telephone. This is to ensure that your issue is passed to us as soon as possible, so we can start working with you immediately to provide a solution.

Dublin Support Centre: +353 (1) 406 0730  
Chicago Support Centre: +1 (856) 840 2840

**Can I add any new information once I have logged a support incident?**

You can post additional information relating to your issue by clicking on the link sent to you in your e-mail confirmation when you logged the issue. This will bring you directly to the maintenance screen for this particular issue. Here you can add more information or file attachments.

**How do I track what is happening to my support incident?**

You can track and check all your open incidents from the Online Support Center. There are also multiple reports which you can run to find either old or new incidents.

**My support issue has been resolved. What happens now?**

Once we are satisfied that your issue has been resolved, the support center team will ask you if the incident can be closed. When confirmed, they will close the incident for you and an incident satisfaction survey will be sent to you in the form of an email. Please fill out these forms with anything you would like to share with us – both the good and the not so good.

**What is the average response time from the Support Center after I have raised my incident?**

<b>Severity</b>	<b>Support Response</b>
0	less than 2 hour
1	less than 4 hours
2	24 hours
3	48 hours

**Who works on my support incident?**

In a world trading with Precision, maximum results are based on meticulous attention to detail, quality performance and refined knowledge of our customer's business processes and their utilization of Precision products. Precision Software's customer support services are integral to your experience with us and the deep expertise of our customer support representatives is critical to achieving excellence in customer service. The average tenure of our support team is 6 years with Precision Software and over 8 years experience in the industry.

**I am not on 'support' yet but I have a problem - What do I do?**

Typically, if your project is still being implemented by our Services team, you would raise issues with that team. However, you are always welcome to contact support.

**I have some suggestions on how to improve Precision's customer support services, who do I contact?**



We are always striving to improve the quality of our support services and would be delighted to hear your suggestions. You can contact us online at <http://www.precisionsoftware.com/Pages/Contact+Us>, by email [support@precisionsoftware.com](mailto:support@precisionsoftware.com) or by calling your local Precision customer support center at the following numbers:

Dublin Support Centre:	+353 (1) 406 0730
Chicago Support Centre:	+1 (856) 840 2840