

The Advanced Solutions Technical Support Experience: *What to expect when you have a technical issue*

Advanced Solutions provides a variety of technical support offerings to help our customers implement Autodesk solutions faster, maximize productivity, and minimize downtime.

Our Technical Support team is knowledgeable and eager to assist with your installation and support issues.

We are committed to providing quality customer service and resolving your support needs efficiently and effectively.



www.AdvancedSolutions.com/Support
1-877-GET-ASI-1

Understanding Your Problem

In the initial stage of a technical support case, there are several pieces of information your technician will capture. Having this information available before you contact Advanced Solutions Technical Support will reduce the amount of time our staff spends in research, as well as minimize the time the issue is impacting your operations. Consider the following before contacting Technical Support:



- *When did the problem occur?*
- *Does the problem affect multiple users?*
- *In what product version did the problem occur?*
- *Where in the application did the problem occur?*
- *Is an error message being displayed? If so, what are the specific error messages?*
- *What were you trying to do when the problem occurred?*
- *Is this the first time you've encountered this problem?*
- *What impact does the problem have on your business?*

Contacting Technical Support

There are four ways to reach Advanced Solutions Technical Support:



- *Email - Support@AdvancedSolutions.com*
- *Online Form - www.AdvancedSolutions.com/SupportRequest*
- *Phone - 1-877-GET-ASI-1 (1-877-438-2741)*
- *Customer Portal - www.AdvancedSolutions.com/CustomerPortal*

All phone calls are answered by a live Advanced Solutions representative. (Phone and Customer Portal contact options are limited to Platinum and Enterprise Support customers.)

Resolving Your Case

Support calls are processed in the order in which they are received. Our goal is to contact Basic Support clients within four (4) hours and Platinum/Enterprise support customers within two (2) hours. Case resolution time varies depending on the nature and complexity of the problem. No case is turned away, no matter how difficult the issue.



Technical Support Case Workflow



Record technical support case

Capture key pieces of information.

Acknowledge case with client

*Confirm receipt of case.
provide case # and estimated resolution time.*



Review case information

*Case information reviewed.
Additional information requested as needed.*

Troubleshoot problem

Pinpoint and explore issue.



Decision Point

Problem resolved?

Problem unresolved?



*Contact client with resolution.
Support survey sent.*



Escalate case to advanced technician.

Using the Customer Portal

Want to monitor the progress of your case without having to call or email? Platinum and Enterprise Support clients can do so using the Customer Portal. Enter new support requests or keep an eye on existing cases, all in one place.



Customer Center		Knowledge Base		Cases				
Edit View	Number	Subject	Stage	Incident Date	Last Msg. Date	Platform	Customer SLA	
View	91757	License Manager Help	Closed	9/13/2013 2:42 pm	9/13/2013 9:31 pm	Windows 7 64-bit	Platinum	
View	89634	NLM Update	Closed	4/26/2013 1:27 pm	4/26/2013 9:02 pm	Windows 7 64-bit	Platinum	
View	89631	Needs an updated license file	Closed	4/26/2013 7:58 am	4/26/2013 10:02 pm	Windows 7 64-bit	Platinum	
View	89598	NLM Issues	Closed	4/25/2013 10:09 am	4/25/2013 10:10 am	Windows 7 64-bit	Platinum	
View	51821	[100037-58813] Network License Manager Setup	Closed	12/5/2012 4:25 pm	12/7/2012 5:25 am	Unknown	Platinum	
View	87329	[100037-58128] Survey Test Case	Closed	10/31/2012 9:27 am	11/1/2012 5:15 am	Unknown	Platinum	

Signing up for Customer Portal access is easy. Send an email to CustomerPortal@AdvancedSolutions.com and a login will be provided by email. Login at www.AdvancedSolutions.com/CustomerPortal. After logging in, the main screen will display calls opened for your company.

In addition to monitoring calls, you will also be able to submit new support requests. Click on the "New" button at the top of the page to create a new case.

Customer Center		Knowledge Base	
Case:	Last	Search	
Case: 91757 License Manager Help (25 ...)			
New		Print	Show Activity
Case Info		Customer Info	Environment
Number	91757	Company	2564 Advanced Solutions Inc
Subject	License Manager Help	Contact	2564 Advanced Solutions Inc : Robert Savage
Incident Date	9/13/2013 2:42 pm	Phone	ext1196
Last Modified Date	9/13/2013 9:31 pm	Email(s)	rsavage@advancedsolutions.com
Date Closed	9/13/2013 3:16 pm	Customer SLA	Platinum
		Item	Miscellaneous
		Product Release	2014
		Platform	Windows 7 64-bit

When you've completed each field and are satisfied enough information has been provided, click on "Save". This automatically sends an email to Support@AdvancedSolutions.com. At this point, a technician will pick up the issue and start working the case.