

## Service Manager Basic Support

- Online support via e-mail
- 24 hours response target
- Business hours support

### Basic Support

Customer support is critical to your company's success. CSI wants to make certain that your users attain maximum productivity and that your company optimizes the benefits of our business management solutions. To that end, our customer support, engineers work closely together to ensure that our support staff is always well informed of new product functionality and that defects are quickly resolved.

- **Basic Support Delivers**

Basic Support provides on-line case submissions with business hour support. It provides call-back responses to your questions and problems, Monday through Friday, excluding holidays.

- **On-line Case Submission**

You can submit cases easily via e-mail, saving costly long distance charges. During your local business hours, on-line cases submitted are responded within 24 hours by either telephone call-back or via email.

### Hours of Support

Basic support is available  
9AM to 4PM PST