

## Service Manager Standard Support

- Priority Call routing
- 18 hours response target
- Online support
- Notification of new releases
- Business hours support

### Standard 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 and engineers will work closely with the end user to ensure that any issues are resolved.

### Standard Support Delivers:

Standard Support provides a number of services and benefits designed to ensure your company's success with the applications you have implemented.

- Unlimited, Front of the Line Phone Support  
You'll have access to a technical support specialist.
- On-line Case Submission  
You can submit cases easily on line. Online case submissions are responded to within 18 hours by either a return telephone call or via e-mail.
- Timely Responses  
We know time waiting on the telephone is time lost in the productivity of your business. Service Manager users can expect that a high percentage of the time, their calls will be answered within a short period of time.
- Pre-release Planning  
With Standard Support, the release schedule will be communicated to you as soon as it is available. You will have access to the release notes and new Help documents as soon as they are available

### Hours of Support

Standard support is available  
9AM to 4PM PST