

Service Manager Premium Support

- Dedicated Technical Support
- Priority Call routing
- 1 hour or less response target
- Online case support
- Weekend coverage
- Notification of new releases
- Business hours support

Premium 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 work closely together to ensure that our support staff is always well informed of new product functionality and that defects are quickly resolved.

Highest level of premium customer support is provided through the Premium offering. It provides CSI users with a dedicated technical support representative. We will provide the continuity you need to ensure that your Service Manager solution is meeting your business needs.

PremiumSupport Delivers

Premium Support provides the highest level of services and benefits designed to ensure your company's success. All Premium support services are available 7 days a week, excluding holidays.

- **On-line Case Submission**
You can submit cases easily on line through your own Customer Portal. Online case submissions are responded to within 1 hour by either a return telephone call or email.
- **Timely Responses**
We know time waiting on the telephone is time lost in the productivity of your business. Service Manger Premium users can expect that their calls will be answered right away.
- **Pre-release Planning**
With Premium 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

Premium support is available
8AM to 6PM PST