Helpdesk & Technical Support Overview

- Technical Support is for assistance with problems that you may encounter with use and functionality of your CRM system.

- We can offer advice, recommendations and information as well as liaising with 3rd party suppliers to resolve problems regarding the operation of the software used on the system for which it was supplied and configured.

- Our obligations extend to reporting to and monitoring 3rd party suppliers on your behalf. However we cannot be held responsible for any delays or omissions on their part.

- All Support calls must be logged through the CRM helpdesk, either by email to support@theCRMcloud.co.uk or by telephone on **0844 745 4588** and speaking to any of the operators who answer.

- Your Support call will be logged on our helpdesk system and your Case assigned a severity level; you will receive an email with details of this level and a unique ID Case number for your call.

- The CRM support team will use reasonable endeavours to resolve technical support queries as quickly as possible. In fact, many calls are resolved immediately.

- We recommend that there is access to a suitable communication link for remote support and online problem resolution (Without this your support may be less effective)

- Our own tool is the Citrix based *"Go To Assist",* although if you wish you may provide an alternative. Please note that the communication success of any alternative is your own responsibility.

- Out of hours support can be provided by prior arrangement and will be chargeable at applicable rates.

- Our Technical Support charges are payable in advance, in full, upon receipt of our invoice and prior to anniversary date, unless otherwise agreed in writing.

- Our Technical Support charges may be subject to annual review, all charges are exclusive of any taxes.

- We reserve the right to withhold support services when the credit account is overdue for any goods or services

Additional Topics in Full document include

- Your responsibilities

- What is not Covered

- Why we may refuse Support