

eSupport: The Easy Answer

Picking up the telephone and calling Diamond Support is—and will continue to be—one way to get your questions answered. But eSupport is the easy answer—the option that's just as effective as the telephone when your support situation is not an emergency.

Diamond has long offered you e-mail support and instant technical information through TechKnowledge. Now, with eSupport, it's easier and more efficient than ever to get the solutions you need from Diamond's technical support team.

eSupport is the easy answer to your service needs

eSupport is more than just e-mail. Through CustomerSource, you can initiate a support incident at your convenience, see the status of an open case that a support engineer is researching for you, and update an incident when you have new information about the situation. And, as usual, you have self-help options such as TechKnowledge and Support Hot Topics, giving you a seamless way to go from searching for an answer on your own to getting more information directly from the experts.

eSupport is the easy answer to your time constraints

You're busy, and you need to get solutions quickly and efficiently. By using eSupport, you avoid spending time in the phone queue. More than half the time you get through to our support engineers on an incoming basis, but—by initiating your incidents via the web—you can save those precious moments spent on hold.

And because the Internet is available seven days a week, 24 hours a day, you can initiate your support incident at any time—you don't have to wait for our support center to open to leave a message.

eSupport gives you the answers to your technical questions

With eSupport, you get the same great service you expect from Diamond. The same engineers who answer your questions on the phone also answer your questions via e-mail, so you can be assured of the high-quality, knowledgeable service you need to be successful. And when you submit an electronic support request, you're assured of the same responsiveness you get when you call because the system automatically integrates the incident into our call tracking system, along with all phone calls.

eSupport is the effortless way to get an answer, whether you're searching for a quick TechKnowledge solution on a Sunday evening or contacting our support team by submitting an electronic support incident. You can seamlessly move from one to the other, with a click of the mouse.

Where do I go to get eSupport?

On the main support page (<http://www.diamondsoftware.com/support>) on the left-hand side for self-help support. Look under 'Assisted Support...' on the left-hand side to initiate an electronic support incident or review your call history.

When submitting a New Support Request, you should thoroughly complete the electronic support form and submit it. The incident is automatically integrated into Diamond's call tracking system and treated just like a phone call. You'll get a reply from an engineer via e-mail, and all information about the incident can be found in call history.

When should I use the telephone and when should I use eSupport?

Calling Diamond is still the best option when you have a situation that just can't wait. Telephone support should always be used when the support situation involves a mission-critical business process that is halted. These type of Severity 1 issues include system-down situations, as well as situations where an operation vital to your company's success cannot be performed, resulting in potential threats to your financial or legal obligations. Telephone support should also be used when the issue is complex and involves highly interactive situations.

However, eSupport is ideal when your situation is not time-critical or when you have a situation that involves how-to questions, process questions and feature questions. eSupport can also work well for situations that involve the relaying of specific error messages or other text messages that can be included in the e-mail support form for the engineer's assessment. Gathering data and assembling thorough information about the situation before requesting help can save time in the problem-solving process.

When everyone saves their phone calls for mission-critical problems, then you will have the security of getting a support engineer immediately when you need help the most, yet still be assured of a fast response on all other support needs.