

Committed to Making You Successful

We are committed to making your @task implementation a success. To ensure your success, we offer four customer support plans with various services.

What's Included?

| Services | Basic | Silver | Gold | Platinum |
|--------------------------------|-------|--------|------|----------|
| External Help Desk | ✓ | ✓ | ✓ | ✓ |
| Phone Help Desk Support | | ✓ | ✓ | ✓ |
| eLibrary | | ✓ | ✓ | ✓ |
| CBTs | | ✓ | ✓ | ✓ |
| Beta Test Program | | ✓ | ✓ | ✓ |
| Offsite Consulting (50 Hours) | | | ✓ | |
| Offsite Consulting (100 Hours) | | | | ✓ |
| Dedicated Support Person | | | | ✓ |

@task Customer Support Services

1

@task External Help Desk

The @task External Help Desk is the new solution for reporting and tracking issues with Customer Support. It includes the ability to enter new issues and track status changes and any updates regarding logged issues. Two users are recommended from each @task customer as the primary Core Team members to be registered with the External Help Desk. Best practices approach would recommend the end users within the organization report issues through the Core Team to Customer Support. The External Help Desk is accessed through the @task Community Portal.

2

Phone Help Desk Support

The Phone Support option allows users to call Customer Support representatives and receive assistance over the phone. All issues logged over the phone will also be accessible on the External Help Desk. The two Core Team members will be authorized to call in issues to phone support based on support level.

3

@task eLibrary

The eLibrary is an online knowledge base, which includes a robust library of information to support a best practices approach to using @task. It includes access to our Computer Based Training videos, the FAQ/ Tips & Tricks, PPM @task methodology, templates, as well as samples of custom built Views, Groupings, Filters, and Reports. This content is continually updated by our dedicated E-Learning Specialists. The eLibrary is accessed through the @task Community Portal.

4**@task Community Portal**

The @task Community Portal is available at <https://community.attask.com>. The portal provides the online @task User Manual, and Idea Share (for requesting new product features). It also serves as the portal for accessing the other support features.

5**Offsite Consulting Hours**

Offsite consulting hours allow users access to phone based consulting with one of our @task Consultants. These hours can be used for items such as creating custom reports, training on some of the features, etc. These hours will be scheduled by contacting Customer Support.

6**Dedicated Support Representative**

A dedicated support representative will be assigned with the Platinum Support Package only. A dedicated @task Customer Support Representative will be assigned to the account to manage all logged issues. This plan includes bi-weekly status calls with the account Core Team and the representative to ensure that issues are prioritized and managed to a reasonable resolution.

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