



## **Guidelines for CAD-1 Telephone Support versus “At Your Desk Mentoring”**

### **Telephone support**

Twelve month unlimited telephone technical support contracts are available to CAD-1 customers at an economical rate per designated caller. When a firm has more than one licensed copy of software, we require that one individual be designated as the caller for getting technical support from CAD-1. By designating one caller at your firm this will help to discover common issues at your firm and get those answers out to your people faster. CAD-1 has also seen at firms a knowledge base of common issues being built so all of the employees can search and find those common issues. A firm can designate more than one person but this will require an additional support contract purchase.

The definition of telephone technical support is “technical support.” These are issues having to do with the technical workings of the software. The rule of thumb is, if the question starts with “How do I” [draw, make, use, etc.], the question is not a considered a technical support question but a training question. While our technical support staff will generally try to be as accommodating as possible in order to get you back to work, often these questions are just too complex, time consuming (and sometimes excessive), while the customer will be politely informed that it would be more effective to seek training on the subject at hand.

CAD-1 support technicians are available from 8:00 to 4:30, Monday through Friday. Some days they are less busy and readily available and other days there is a high volume of calls and you may be added to a call back list. We always respond as quickly as possible. Note: at least two times a year all of our regular support staff members are out of the office at one time for mandatory training with Autodesk. These sessions last from a couple days to a full week. During these events, you will receive a slower response.

### **Training Support**

CAD-1 offers a number of training classes at various levels for all of the products we sell. We strongly encourage all of our customers to take these classes in order to understand their software and to be able to use the software for the best possible productivity.

There are times that customers have the understandable, “How do I” questions as mentioned in the technical support section above. When this type of question cannot be answered in the scope of a technical support call and it is recommended that the customer seek training, CAD-1 offers our versatile “At Your Desk Mentoring®”. “At Your Desk Mentoring” is live, interactive, web based training designed to handle the “How do I” questions relatively quickly and effectively without having to attend a whole training class.

“At Your Desk Mentoring” sessions are \$120 per hour and generally must be scheduled ahead of time. On rare occasions, a trainer is readily available and is able to set up an “At Your Desk Mentoring” session on the spot. However, in most cases the session needs to be planned to fit the schedule of the correct trainer for a given subject area. Please call your account representative to schedule an “At Your Desk Mentoring” session.