

ACTIVE TECHNICAL SUPPORT



BENEFITS

- + Unlimited technical support between 5:00 am and 6:00 pm Pacific Time Monday through Friday (“Regular Support Hours”)
- + Access to phone support for “system down” issues 24 hours a day, 7 days a week (“Extended Support Hours”)
- + Access to the Customer Care Portal on ACTIVE Network’s secure website including incident tracking and training materials
- + Online access to all software documentation
- + Regular software updates free of charge

OUR SERVICES

ACTIVE is proud to be a provider of superior implementation, training, and support. We strive to not only meet, but also exceed customer expectations in all respects.

During this period, there may come a time when you will require help from our Support team. You may need to ask a straightforward “how-to” question, ask for configuration advice to manage a business issue, report a bug in the software, or even request an enhancement for future versions. We look forward to that opportunity to help you out and get to know you.

OUR TEAM

Our dedicated team of support professionals is here to respond to your needs, taking personal ownership to see every interaction through to completion. We strive to not only look at the immediate need or concern, but to look ahead to address peripheral needs as well. By staying up to date with the software and in touch with you, we are confident that we can meet your ever-changing needs.

OUR COMMITMENT

We know that consistency and timeliness are important when it comes to receiving and resolving an issue. That is why we’ve set high standards for our Support staff.

Details about our response/resolution targets, services, and other benefits of Support can be found in your ACTIVE contract.

Our 2000+ satisfied customers are the best evidence of the quality of our technology and Support Services. We are happy to welcome you to that family.

GET STARTED TODAY!



1.800.663.4991



ACTIVENetSupport@activenetwork.com



ACTIVEsupport.Secure.Force.com/CustomerPortal