

GeoCue Integrating the Geospatial Workplace

Support Services

GeoCue Product Line

GeoCue LLC
A GeoCue Group Company
9668 Madison Blvd., Suite 202
Madison, AL 35758
+1-256-461-8289
www.geocue.com
support.geocue.com

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Meet the Team

Darrick Wagg, P.GEO, RPP
Support Services Manager



Karrie-Sue Simmers, M.A.
Support Services Representative



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Maintenance Agreements

- Maintenance agreements are good for a period of one year, normally corresponding with the calendar year
- Agreements cover access to all official software releases covered by the maintenance period
- Agreements cover access to support services during the agreement period:
 - Product Defects/Change Requests/Feature Requests
 - Help with product related questions, but not training

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Support Services

1. Customer Advisory Bulletins
2. Help Documentation
3. Online Searchable Knowledgebase
4. User Forum
5. YouTube Channel: [GeoCueLab](#)
6. E-mail: support@geocue.com
7. Phone: [+1-256-461-8289](tel:+1-256-461-8289)
8. Training***

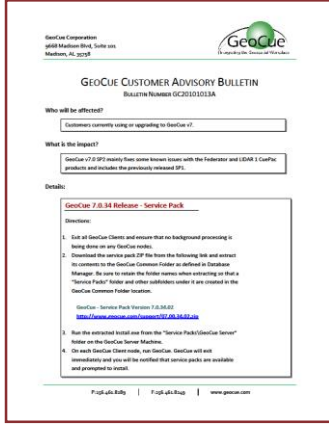
Preferred Contact

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Customer Advisory Bulletins

- Used to communicate pertinent product information
 - Software Releases
 - Known Issues
 - Common problems
 - Etc
- Who's Affected?
- What's the Impact?
- Details

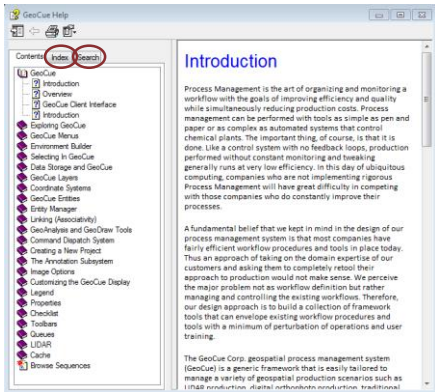


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Help Documentation

- Extensive help documentation installed with products
- Can be activated directly from the Start Menu or from within the program
- Indexed and Searchable



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Context Sensitive Help

- Available for most tools, forms, etc

Related Topics

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Documentation

- Installed with products:
 - Readme files
 - Help Documents
 - Guides
 - Informational Circulars

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Online Searchable Knowledgebase

Home

Search Knowledgebase and Forums...

Found at support.GeoCue.com

- Learn more about different GeoCue Group products
- Look up answers to frequently asked questions (FAQs)
- Get answers from other users via the forum

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Knowledgebase and Forum

- Technical Documents:
 - Include White Papers written by members of the development team
 - CueTips for workflow hints and tips
 - Past Articles from LP360 and GeoCue Group Newsletters
 - Installation and update guides
 - Tool guides
- Technical Videos:
 - Short getting started and topical videos to introduce features are linked to our YouTube channel, GeoCueLab.
 - <http://www.youtube.com/user/GeoCueLAB>
- Technical Help:
 - Find answers in the forum to Frequently Asked Questions
 - Get assistance from other users

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E-mail Support

support@GeoCue.com

- Business Hours: Weekdays, 07h00 – 18h00 CT, USA
 - If support request is received during business hours a GeoCue representative will typically get back to you within 4 hours
 - If received after hours a response will be sent the following day
- A case number assigned to each request for tracking purposes

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E-mail Support



- To speed response time please include the following information in your request:
 - Contact information: Please include an e-mail address and phone number
 - Company name
 - Product name and version number
 - Operating system
 - If your request includes problems pertaining to a specific error message, please include a screen shot of the error message.

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Phone Support

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Support Procedures

- Each support request receives a case number in our system and is placed in a support queue in the order they are received
- Phone calls do not take precedence over e-mails; they are both placed in the same queue
- Cases are assigned a priority level
 - Highest priority indicates that your system is completely down and production work is completely halted
 - Middle priority indicates that you can wait a couple of days (no more than 3) to have the question and/or problem fixed
 - Low priority are generally feature or change requests that can wait until the next build of the software
- Supplying a repeatable scenario of the failure will generally shorten the solution time

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Training Services

- Not covered by maintenance agreements
- Available for purchase, min rates apply
 - On-Site
 - Web-based (Limited)
 - Annual training event
- Covers a wide range of products and product related training
- CEU's are available for several of the training courses and are provided by Penn State University

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