

## DataWorks *Plus*

### Reaching the Technical Support Department

- **How to reach us:**

- 1.) **Call Toll-free 1-866-632-2780**

- Select option 3 for technical support

- 2.) Email tickets to [support@dataworksplus.com](mailto:support@dataworksplus.com)

- 3.) Log tickets via our webpage,  
[www.dataworksplus.com/support.html](http://www.dataworksplus.com/support.html)

**Note that customers can view any tickets from the web that are created by them via the support webpage.**

- **Information to have available:**

It is always helpful if you know the machine name that is having the problem, as well as type of printer/camera if the problem relates to those devices. We will also ask for the name and phone number of someone near the computer that is experiencing the problem.

- **Opening a support ticket:**

When you call in to the toll-free number, our support technicians will open a support ticket for you. This ticket number is available for your records, should you need it, and it ensures that your system problem is accurately handled by our company.

- **Resolving the Problem:**

Calls that come into the support center are logged in our call tracking system. At that point, calls are handled as follows:

1. Assigned to a technician for review and diagnosis.
2. Calls that cannot be diagnosed and handled quickly are escalated to a senior engineer.
3. The ticket may be escalated to a local technician or vendor in the customer's geographical area, if necessary.

4. The senior engineer may work with our development team to resolve software issues.

At all points, the support technician is responsible for keeping the customer updated on the progress of the ticket.

**Obtaining Replacement Parts:**

Should the technical support department determine that new parts or devices are needed for your equipment, we will issue an RMA from here to send the part directly to your site. When the part arrives, please use the return shipping label to ship the damaged part back to us.

- **After-Hour's Calls:**

Technicians are available in-house Monday through Friday from 6:30 a.m. until 5:30 p.m. For after-hours calls, please use the same number listed above and press "2" for support. When prompted, please leave your name and number and our on-call technician will call you back promptly.